

UNNUMBERED LETTERS ISSUED FOR THE MONTH OF JANUARY 2009

Dated	Subject	Distribution
01/02/09	Acting State Director for Tennessee	N.O.O. & S/D
01/05/09	Funding of Section 523 Mutual Self-Help Housing Grants for Fiscal Year 2009	S/D
	Section 515 Designated Place List Fiscal Year 2009	S/D
01/06/09	Notification to States of Receipt for Services Requirement	S/D
	Database of Special Industry Professionals for Community Facilities Loans	S/D
	Guidance on Multi-Generation Family Housing and Continuing Care Retirement Facilities	S/D
01/08/09	Acting State Director for Ohio	N.O.O. & S/D
01/14/09	Acting State Director for Wyoming	S/D, N.O.O.
	Acting State Director for Mississippi	S/D, N.O.O.
01/15/09	Acting State Director for Alabama	S/D, NOO
	Acting State Director for Alaska	S/D, NOO
	Acting State Director for Arizona	S/D, NOO
	Acting State Director for California	S/D, NOO
	Acting State Director for Georgia	S/D, NOO
	Acting State Director for Florida	S/D, NOO

Dated	Subject	Distribution
01/15/09	Acting State Director for Montana	S/D, NOO
	Acting State Director for Nebraska	S/D, NOO
	Acting State Director for New York	S/D, NOO
	Acting State Director for North Dakota	S/D, NOO
	Acting State Director for Oklahoma	S/D, NOO
	Acting State Director for New Mexico	S/D, NOO
	Acting State Director for Pennsylvania	S/D, NOO
	Acting State Director for Wisconsin	S/D, NOO
01/16/09	Contractor Support for Flood Zone Determinations in Loan Originations	S/D
	Interest Rate Changes for Housing Programs and Credit Sales (Nonprogram)	S/D
	Acting State Director for Delaware/Maryland	S/D, NOO
	Acting State Director for Hawaii	S/D, NOO
	Acting State Director for Idaho	S/D, NOO
	Acting State Director for Indiana	S/D, NOO
	Acting State Director for Louisiana	S/D, NOO
	Acting State Director for Minnesota	S/D, NOO

Dated	Subject	Distribution
	Acting State Director for Oregon	S/D, NOO
	Acting State Director for South Carolina	S/D, NOO
01/16/09	Acting State Director for South Dakota	S/D, NOO
	Acting State Director for Virginia	S/D, NOO
	Acting State Director for West Virginia	S/D, NOO
	Acting State Director for Illinois	S/D, NOO
	Designation of Acting Administrators	S/D, NOO
01/23/09	Rural Economic Development Loan and Grant Program Projects Funded for First Quarter Fiscal Year 2009	S/D
01/28/09	Reconciling Travel Authorization and Voucher Fees, Tracking Voucher Payments, and Review of Travel Cost Data	N.O.O. & S/D
	Implementation of webTA	RD Employees
01/29/09	Rural Development Business Programs Energy Grants and Loans Updating the Guaranteed Loan System	S/D
01/30/09	Acting State Director for Arkansas	S/D, NOO
	Acting State Director for Colorado	S/D, NOO
	Acting State Director for Louisiana	S/D, NOO

January 2, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Tennessee

On **January 3, 2009**, Mary Ruth Tackett retired as State Director for Tennessee. Therefore, I appoint Robert Connelly, Jr., Acting State Director effective **January 4, 2009**, until further notice.

Mr. Connelly is currently the Assistant to the State Director for the Tennessee State Office.

I know I can count on your support and assistance while he is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Tennessee. Mr. Connelly can be reached on (615) 783-1300 or via e-mail at bob.connelly@tn.usda.gov.

EXPIRATION DATE:
December 31, 2009

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/06/09 at 4:00 p.m., by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 5, 2008

TO: State Directors
Rural Development

ATTENTION: Housing Program Directors and Staff Involved In The
Section 523 Mutual Self-Help Housing Program

FROM: Russell T. Davis *(Signed by Russell T. Davis)*
Administrator
Single Family Housing

SUBJECT: Funding of Section 523 Mutual Self-Help Housing
Grants for Fiscal Year 2009

The purpose of this memorandum is to provide guidance in the processing and funding of Section 523 Mutual Self-Help Housing Grants for Fiscal Year (FY) 2009.

Based upon anticipated funding levels and our projections demand will once again exceed the available resources. Therefore, in order to effectively manage our limited fund balance, the following policies and procedures have been implemented for FY 2009:

Existing performing grantees will be allowed to request an increase in their overall grant in an amount not to exceed 10% of their previous grant. We will obligate an amount not to exceed 75% of the request. If this amount is less than the grantee anticipated, this will be considered a partial funding of the grant and grantee should be so advised. The remaining 25% of the grant will be obligated at a later date, pending the availability of funds.

Because this is a partially funded grant, and future funding levels remain uncertain, we ask that you use the following guidelines when closing this grant:

EXPIRATION DATE:
September 30, 2009

FILING INSTRUCTIONS:
Housing Programs

- The grant agreement should be for two years and state the full amount of the grant request. The budgets, schedules, and all other documents and items related to the grant, should be considered as in the usual two year grant cycle.
- The grant agreement must be modified on the first page under the terms of the agreement item (a) with the following two condition statements:

a)(1) "This is partial funding in the amount of \$_____, with the \$_____ balance of the grant being subject to the future availability of funds through the Section 523 Mutual Self-Help Program and remaining in full compliance with the terms of this agreement."

(a)(2) "The grantee will not start more than fifty percent of the homes proposed under this grant during the first year of the grant. No other starts are authorized until additional funds have been obtained. This is intended to ensure that the homes constructed under this partial funding (75%), will be completed."

Subsequent grant requests will not be considered except in rare cases beyond the reasonable control of the grantee. Therefore, it is imperative that budgets and proposals be well developed and realistic.

Due to the continued high demand on the program, the decision has been made not to obligate any new or predevelopment grants this fiscal year. Any pending applications should be returned and applicants notified accordingly. This is not an appealable action.

States should continue to work with their regional Technical and Management Assistance Contractor and all applications for re-funding should be carefully reviewed before submission. If you have any questions, please contact Carolyn Bell of the Single Family Housing Direct Loan Division at (202) 720-1532.

January 5, 2009

TO: State Directors
Rural Development

ATTENTION: Multi-Family Housing Program Directors
and Coordinators

FROM: Russell T. Davis (Signed by Russell T. Davis)
Administrator
Housing and Community Facilities Programs

SUBJECT: Section 515 Designated Place List
Fiscal Year 2009

For Fiscal Year (FY) 2009, the requirement to update the list of designated places as stated in the Rural Housing Service Multi-Family Housing Loan Origination Handbook (HB-1-3560), Chapter 3, paragraph 3.3 C, applies *only* to those States that received funding during FY 2008 for a Section 515 project in a designated place or those States wishing to remove the “build and fill” conditional hold on a designated place upon the completion and occupancy of a Section 515 or other eligible project that previously imposed that status.

If the above criteria is applicable to your State, please provide a copy of your updated Designated Place List (DPL) for FY 2009 to the National Office by COB January 16, 2009, to allow sufficient time for our review prior to publication of the Notice of Funding Availability (NOFA) for the Section 515 Rural Rental Housing Program for FY 2009. Please send the list to the attention of Bonnie-Edwards-Jackson via e-mail to Bonnie.Edwards@wdc.usda.gov.

Minimum Eligibility Requirements:

All places on the DPL including places that are eligible for the Empowerment Zone/Enterprise Communities (EZ/EC) and Underserved Counties and Colonias Set-Asides, must meet the eligibility requirements provided in HB-1-3560, Chapter 3 Section 1:

- Places must have a minimum of 250 households, unless National Office concurrence has been obtained for a lower number; and
- Places may not have any of the build and fill conditions listed in 7 CFR 3560 §3560.57(d)(1):
 - The Agency has selected another Multi-Family Housing (MFH) proposal in the designated place for processing.

EXPIRATION DATE:
December 31, 2009

FILING INSTRUCTIONS
Housing Programs

- A previously funded Agency, the U.S. Department of Housing and Urban Development (HUD), low-income housing tax credit or other similar assisted MFH in the designated place has not been completed or has not reached projected occupancy levels.
- Existing assisted MFH in the designated place is experiencing high vacancy levels.
- A special note rent or other loan servicing tool is pending or in effect for other assisted housing in the designated place.
- The need in the market area is for additional Rental Assistance (RA) and not additional rental units.

Build and Fill Situations:

Places with any of the above build and fill conditions must be deferred until the condition no longer exists. If you become aware of a build and fill situation after the DPL has been submitted to the National Office but before the NOFA is published, update the list to reflect the change and provide the updated list to the National Office.

If a build and fill situation develops in a community after the NOFA is published (and an exception is not warranted under the provisions of 7 CFR 3560 §3560 (d)(2)), loan requests for that community must be rejected. If a build and fill situation develops after a loan request is selected in the National competition, further processing must be suspended or deferred, depending on the situation. Contact the National Office for guidance.

Length of Designation:

Places are designated for three years, but may be deferred for one or more funding cycles during the three-year designation period because a loan request is selected for funding or other build and fill conditions occur. At the end of the three-year period, places that remain eligible will be re-designated for an additional three-year period. In addition, Designated Places on the current DPL that have not completed their full three-year designation period will be “grand-fathered”. For example, communities will remain on the DPL until they have completed the full three-year cycle, regardless of their ranking on the new State Place Ranking List. They are subject to the same provisions as any other place. They will be deferred for any or all of the remainder of their three-year cycle if any build and fill condition exists. Ranking data for the DPL may be found on the Rural Development Intranet at http://teamrd.usda.gov/rd/rhs/census/MFH_State_Rankings/place_ranking_rpt_index.htm

Maximum Number of Designated Places:

States are authorized to select up to 20 percent of their total eligible rural places to ensure that viable communities for non-RA multi-family units are included on the DPL. Places must be selected in rank order in accordance with HB-1-3560, Chapter 3 Section 1. The 20 percent limit does *not* include the high need areas discussed below.

High-need Areas:

In addition to the places selected in rank order from the ranking list, States must also include all eligible high-need areas described in 7 CFR §3560.57(a)(3)(iv) regardless of their rank order. Because high need places receive consideration under the loan scoring criteria of 7 CFR §3560.56(c)(ii), they should be identified on your list with a notation that they are eligible for 20 points. The high-need areas are:

- Places identified in the State Consolidated Plan or similar State plan or needs assessment report. “State” refers to the State Government. **National Office concurrence must be obtained prior to the NOFA publication.** Additional guidance is provided below under the heading “Places Identified in the State Consolidated Plan”.
- EZ/EC and Rural Area Economic Partnership (REAP) communities.
- Indian reservations or communities located within the boundaries of tribal allotted or trust land.
- Colonias.

EZ/ECs:

List eligible EZ/ECs as a designated place on the regular Section 515 list and also list as an eligible area for the EZ/EC Set-Aside.

Underserved Counties and Colonias Set-Aside:

Places that are eligible for the Underserved Counties and Colonias Set-Aside must be listed separately. If the place also ranks high enough to be included in the regular Section 515 ranking list, it must be listed in both places. (Underserved Counties are counties that appear on the list of 100 Underserved Counties in RD Instruction 1940-L. Contact the National Office if you need a copy of this list.)

Places Identified in the State Consolidated Plan:

Places identified as high need communities for housing in the State Consolidated Plan (completed by States in conjunction with requests for HUD Community Development Block Grant (CDBG) funds), or a similar State plan or needs assessment, may be included on the DPL **with prior approval from the National Office.** The plan or needs assessment must identify specific places such as towns or villages, not larger geographic areas such as counties or regions. A letter of support for a specific application or community does not qualify the community as high need and does not qualify the application for additional points.

DPL Format:

A suggested format is attached. States may modify this format as appropriate for their State or to add information that will be helpful to applicants.

Coordination with HUD and State and Local Agencies:

States are responsible for consulting with HUD and state and local agencies that provide assisted rental housing to determine places where loan proposals have been approved or are in process. The proposed DPL should be provided to these agencies for their review prior to release of the final list.

Posting of DPL

Upon approval from the National Office of the State DPL, please post the approved list on your State Rural Development website.

As a reminder, if there are communities in your State that do not meet the eligibility criteria and you feel have a compelling need for affordable housing under the Section 515 program, please contact the National Office for further discussion.

If you have any questions regarding the DPL requirements, please contact Bonnie Edwards-Jackson, (202) 690-0759, of the Multi-Family Housing Preservation and Direct Loans Division.

Attachment

DESIGNATED PLACES FOR SECTION 515 NEW CONSTRUCTION APPLICATIONS
Fiscal Year 2009

Places on this list are considered equal, with no regard to their order on the list. Inclusion on this list does not indicate that a need or demand for Section 515 housing has been established.

Applications for Section 515 new construction loans will be accepted for the following places only:

County

Place

[Include high-need places: Places identified in the State Consolidated Plan or similar State plan or needs assessment; EZ/ECs; Indian reservations or communities located within the boundaries of tribal allotted or trust land; colonias; REAP communities.]

The following places are eligible to compete for the **EZ/EC set-aside**:

County

Place

The following counties and colonias are eligible to compete for the **Underserved Counties and Colonias Set-Aside**. Eligible rural places that meet the minimum 250 household threshold and do not have any “build and fill” conditions are listed by county.

County

Place

January 6, 2009

TO: Rural Development State Directors
National Office Officials

ATTN: Administrative Program Directors

SUBJECT: Notification to States of Receipt for Services Requirement

FROM: Clyde Thompson /s/ **Clyde Thompson**
Deputy Administrator
Operations and Management

Section 14003 of the new Farm Bill requires Farm Service Agency, (FSA), Natural Resources Conservation Service (NRCS), and Rural Development (RD) to provide a receipt for service or denial of service for any benefit or service offered by the Department if such is requested. At this time, we are in the early stages of working with our sister agencies on final implementation of this provision, which could include a common form and procedures.

In the interim, this unnumbered letter serves as notification of these new provisions, and we are directing you to notify your offices to comply. A copy of the law is attached. Please note:

- A receipt is required only if requested.
- A receipt must be given at the time of the request. In cases of written requests, a receipt should be sent as soon as possible after a request is received.
- The following items must be included on the receipt:
 1. Date, place, and subject of the request.
 2. The action taken, not taken, or recommended to the producer or landowner.

EXPIRATION DATE:
December 31, 2009

FILING INSTRUCTIONS:
Administrative/Other Programs

Rural Development State Directors
National Office Officials

We are attaching a sample format to be used by offices until an official form is available. In addition, please:

- Keep copies of all receipts in the client case file and in a “Receipt for Service” file.
- Establish a sequential numbering system. There is a space provided for numbering on the sample format.

Attachment

Sent by electronic mail on January 7, 2009 at 1:40p.m. by the Office of the Deputy Administrator for Operations and Management. State Directors and National Office Officials should advise other personnel as appropriate.

TITLE XIV—MISCELLANEOUS
Subtitle A—Socially Disadvantaged
Producers and Limited Resource Producers

**SEC. 14003. RECEIPT FOR SERVICE OR DENIAL OF SERVICE
FROM CERTAIN DEPARTMENT OF AGRICULTURE AGENCIES.**

Section 2501A of the Food, Agriculture, Conservation, and Trade Act of 1990 (7 U.S.C. 2279–1) is amended by adding at the end the following new subsection:

(e) RECEIPT FOR SERVICE OR DENIAL OF SERVICE.—In any case in which a current or prospective producer or landowner, in person or in writing, requests from the Farm Service Agency, the Natural Resources Conservation Service, or an agency of the Rural Development Mission Area any benefit or service offered by the Department to agricultural producers or landowners and, at the time of the request, also requests a receipt, the Secretary shall issue, on the date of the request, a receipt to the producer or landowner that contains—

(1) the date, place, and subject of the request; and

(2) the action taken, not taken, or recommended to the producer or landowner.’’.



RECEIPT FOR SERVICE

Office Name _____

County _____ State _____

Name of Requestor _____

Date of Request _____

Request received (check one)

In person ☐

By FAX ☐

By Mail ☐

By Phone ☐

Summary of Service Requested

Action Taken or Recommended

Additional Comments

Employee name _____ Title _____

Employee signature _____ Date _____

Date receipt provided to customer _____

Receipt number ^{1'} _____

^{1'} Receipt numbering sequence – Use the State, service center location and sequential number, i.e. the first receipt issued in the Autaugaville, AL, service center would be "Autaugaville-001".

January 6, 2008

TO: State Directors
Rural Development

ATTN: Community Programs Directors

FROM: Russell T. Davis *(Signed by Peter Morgan) for*
Administrator
Housing and Community Facilities Programs

SUBJECT: Database of Special Industry Professionals for Community Facilities Loans

The Community Facilities (CF) Guaranteed and Direct Loan Program is a successful loan program with community facility type projects of an increasing level of sophistication. The need to employ professionals with knowledge in specialized areas is also increasing to meet the complexity of these loans.

The majority of our loans, for example, are secured by specialty real estate and chattels, for which there may be few comparables in the local area and few appraisers within a certain field of expertise to value the assets. Our healthcare projects are also at a level of complexity that requires financial feasibility studies that are specialized to the healthcare industry. It is important, when the need arises, that Community Programs' (CP) staff have access to professionals with the specialized knowledge and experience to provide the needed service.

It has come to the attention of the National Office, while administering the CF program, that some of our CF Program Directors and Specialists have contracted with professionals with expertise in various specialized industries. Therefore, the National Office would like to establish a database of professionals that would be available to Rural Development state and area offices.

EXPIRATION DATE:
December 31, 2009

FILING INSTRUCTIONS:
Community/Business Programs

The National Office is planning an area on the intranet with tools to assist CP staff in the administration of CF loans. Though in the developmental stages, the database for these professionals would be located in that area. Until that time, CP staff will have access to the database through the National Office. Our first step will be populating the database with professionals used by staff, such as; financial feasibility consultants; certified public accountants, willing to provide an examination opinion; specialty appraisers; and turnaround specialists.

Please have the State CF Program Director or Specialist provide to Kendra Doedderlein at the National Office, the name of the professional, their contact information, and their area of expertise. The sharing of this information on a national basis will benefit CF financing and servicing efforts.

Should you have any questions, please contact Kendra Doedderlein, Community Programs Specialist at (202) 720-1503.

January 6, 2009

TO: State Directors
Rural Development

FROM: Russell T. Davis *(Signed by Peter Morgan)* for
Administrator
Housing and Community Facilities Programs

SUBJECT: Guidance on Multi-Generation Family Housing and Continuing Care
Retirement Facilities

Recently, Community Programs has been approached with financing requests on projects for senior housing developments that offer the senior citizen the opportunity to age-in- place in an independent living arrangement; and in some housing developments transition to assisted living and nursing care as the need arises. This unnumbered letter is to clarify the limitations and prohibitions on these types of projects that may be marketed as multi-generational family housing developments, residential care facilities or communities, continuing care retirement facilities or communities, and life care facilities or communities.

The community facilities (CF) loan program has the authority to provide direct and guaranteed financing for essential community facilities that provide essential services to all rural residents in the service area. CF does not have the authority to provide direct or guaranteed financing for housing projects. While CF may provide financing for assisted living facilities, they should not be confused with the multi-generational or continuing care type facilities addressed in this unnumbered letter.

The Administrative Notice No. 4331, issued on January 29, 2008, entitled "Financing Assisted Living Facilities Using Community Facilities Funds", describes an eligible assisted living project as designed, operated and licensed to provide daily living assistance, that includes at least two meals a day (the resident units are not to include full-size kitchens, but dormitory-size refrigerator and microwave oven); and health care assistance, with twenty-four hour access to medical personnel.

EXPIRATION DATE:
December 31, 2009

FILING INSTRUCTIONS:
Community/Business Programs

Multi-generational family housing developments offer homes for the entire family with independent living space attached to the family home for the senior citizen. This is a new concept being marketed as care for the senior citizen, however, it is a housing development and not eligible for CF financing.

Residential care facilities provide non-medical care for individuals that may be elderly or need assistance with daily living activities. These facilities may be contained in one building or a group of separate units, but are not considered assisted living because they do not provide the level of care described in the Administrative Notice No. 4331, dated January 29, 2008.

Continuing care retirement facilities or communities, also known as life care facilities or communities, have become very popular. They allow the senior citizen to age-in-place in small housing units and transition to assisted living and full nursing care as the need arises. The senior citizen arranges in advance for this care for the remainder of his life through a life contract, that may initially include entrance fees and a lease-type arrangement or deed on the housing unit. A reverter clause for the property to return to the corporate body of the housing development may also be included in the arrangement. Though there is a specialized nature to these types of communities, they are also considered housing and not eligible for CF financing.

CF is authorized to finance an assisted living facility, however, Rural Development State Offices must insure that the facility is not integral to the development of a housing development and contained on the same campus; or that CF financing is providing for the infrastructure to support such a housing development.

If you have any questions concerning this unnumbered letter, please contact Kendra Doedderlein, Community Programs Specialist, (202)720-1503.

January 8, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Ohio

On **January 20, 2009, at 12:00 PM EST**, Randall Hunt will be resigning as State Director for Ohio. Therefore, I appoint Beth A. Huhn, Acting State Director effective **January 20, 2009, at 12:01 PM EST**, until further notice.

Ms. Huhn is currently the Administrative Program Director for the Ohio State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Ohio. Ms. Huhn can be reached on (614) 255-2515 or via e-mail at beth.huhn@oh.usda.gov.

EXPIRATION DATE:
December 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 1/15/09, at 9:30 AM by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 14, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Wyoming

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Del Tinsley will be resigning as State Director for Wyoming. Therefore, I appoint Jerry Tamlin, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Mr. Tamlin is currently the Business and Community Programs Director for the Wyoming State Office.

I know I can count on your support and assistance while he is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Wyoming. Mr. Tamlin can be reached on (307) 233-6710 or via e-mail at jerry.tamlin@wy.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/16/09, at 4:45 p.m., by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 14, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Mississippi

On **January 20, 2009, at 12:00 p.m., e.s.t.**, George Phillips will be resigning as State Director for Mississippi. Therefore, I appoint George E. Irvin, Sr., Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Mr. Irvin is currently the Assistant to the State Director for the Mississippi State Office.

I know I can count on your support and assistance while he is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Mississippi. Mr. Irvin can be reached on (601) 965-4316 or via e-mail at george.irvin@ms.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/09, at 3:35 p.m., by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 15, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Alabama

On **January 20, 2009, at 12:00p.m., e.s.t.**, Steve Pelham will be resigning as State Director for Alabama. Therefore, I appoint Beverly Helton, Acting State Director effective **January 20, 2009, at 12:01p.m., e.s.t.** until further notice.

Ms. Helton is currently the Assistant to the State Director for the Alabama State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Alabama. Ms. Helton can be reached on (614) 255-2515 or via e-mail at beverly.helton@al.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on January 16, 2009, at 4:30 pm by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 15, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Alaska

On **January 20, 2009, at 12:00, p.m., e.s.t.**, Chad Padgett will be resigning as State Director for Alaska. Therefore, I appoint Merlaine Kruse, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Ms. Kruse is currently the Director of Community Programs for the Alaska State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Alaska. Ms. Kruse can be reached on (907) 761-7778 or via e-mail at merlaine.kruse@ak.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/09, at 3:30 p.m., by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 15, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Arizona

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Eddie Browning will be resigning as State Director for Arizona. Therefore, I appoint Ernie Wetherbee, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Mr. Wetherbee is currently the Housing Program Director for the Arizona State Office.

I know I can count on your support and assistance while he is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Arizona. Mr. Wetherbee can be reached on (602) 280-8764 or via e-mail at ernie.wetherbee@az.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on January 16, 2009, at 4:30pm by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 15, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for California

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Benjamin Higgins will be resigning as State Director for California. Therefore, I appoint Janice Waddell, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Ms. Waddell is currently the Community Program Director for the California State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in California. Ms. Waddell can be reached on (530) 792-5800 or via e-mail at Janice.waddell@ca.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/09, at 3:30 pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 15, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Georgia

On **January 20, 2009, at 12:00 p.m., e.s.t.**, F. Stone Workman will be resigning as State Director for Georgia. Therefore, I appoint Donnie Thomas, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Mr. Thomas is currently the Assistant to the State Director for the Georgia State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Georgia. Mr. Thomas can be reached on (706)546-2162 or via e-mail at donnie.thomas@ga.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/09, at 3:30 pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 15, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Florida

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Ronald G. Whitfield will be resigning as State Director for Florida. Therefore, I appoint Joseph Mueller, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Mr. Mueller is currently the Business Cooperative Program Director for the Florida State Director.

I know I can count on your support and assistance while he is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Florida. Mr. Mueller can be reached on (352) 338-3441 or via e-mail at joe.mueller@fl.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/09, at 3:30 pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 15, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Montana

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Clark Johnson will be resigning as State Director for Montana. Therefore, I appoint Janelle Gustafson, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Ms. Gustafson is currently the Human Resources Manager for the Montana State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Montana. Ms. Gustafson can be reached on (406) 585-2508 or via e-mail at janelle.Gustafson@mt.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/09, at 4:27 pm. by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 15, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Nebraska

On **January 20, 2009, at 12:00 p.m., e.s.t.**, E. Scott Blehm will be resigning as State Director for Nebraska. Therefore, I appoint Brenda Darnell, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Ms. Darnell is currently the Area Director for the Nebraska State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Nebraska. Ms. Darnell can be reached on (308) 632-2195 or via e-mail at brenda.darnell@ne.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on January 16, 2009, at 4:27pm by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 15, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for New York

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Patrick Brennan will be resigning as State Director for New York. Therefore, I appoint Scott Collins, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Mr. Collins is currently the Assistant to the State Director for the New York State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in New York. Mr. Collins can be reached on (315) 477-6409 or via e-mail at scott.collins@ny.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/09, at 3:30 pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 15, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ *Douglas L. Faulkner*
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for North Dakota

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Clare A. Carlson will be resigning as State Director for North Dakota. Therefore, I appoint Myron Lepp, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Mr. Lepp is currently the Administrative Program Director for the North Dakota State Office.

I know I can count on your support and assistance while he is serving as Acting State Director and responsible for carrying out the mission of Rural Development in North Dakota. Mr. Lepp can be reached on (701) 530-2054 or via e-mail at myron.lepp@nd.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on January 16, 2009, at 4:30 pm by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 15, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Oklahoma

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Brent Kisling will be resigning as State Director for Oklahoma. Therefore, I appoint Anita Kinyon, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Ms. Kinyon is currently the Administrative Program Director for the Oklahoma State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Oklahoma. Ms. Kinyon can be reached on (405) 742-1001 or via e-mail at anita.kinyon@ok.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on January 16, 2009, at 4:30 pm by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 15, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for New Mexico

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Ryan Gleason will be resigning as State Director for New Mexico. Therefore, I appoint Eric Vigil, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Mr. Vigil is currently the Assistant to the State Director for the New Mexico State Office.

I know I can count on your support and assistance while he is serving as Acting State Director and responsible for carrying out the mission of Rural Development in New Mexico. Mr. Vigil can be reached on (505) 761-4962 or via e-mail at eric.vigil@nm.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on January 16, 2009, at 4:30pm by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate

January 15, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Pennsylvania

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Gary Groves will be resigning as State Director for Pennsylvania. Therefore, I appoint Trudy Moore, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Ms. Moore is currently the Assistant to the State Director for the Pennsylvania State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Pennsylvania. Ms. Moore can be reached on (717) 237-2266 or via e-mail at trudy.moore@pa.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/09, at 3:30 pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 15, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ *Douglas L. Faulkner*
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Wisconsin

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Frank Frassetto will be resigning as State Director for Wisconsin. Therefore, I appoint Lori Wells, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Ms. Wells is currently the Administrative Program Director for the Wisconsin State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Wisconsin. Ms. Wells can be reached on (715) 345-7680 or via e-mail at lori.wells@wi.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on January 16, 2009, at 4:30pm by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.



United States Department of Agriculture
Rural Development

JAN 16 2009

TO: Rural Development
State Directors

FROM: Russell T. Davis *Russell T. Davis*
Administrator
Housing and Community Facilities Programs

SUBJECT: Contractor Support for Flood Zone Determinations in Loan Originations

In a memorandum addressed to the State Directors it was announced that flood zone determination contract services had been expanded to include all programs of Rural Development.

Since the issuance of that memorandum the subcontract vendor is being replaced by the contract vendor. This change is necessary due to the diminishing financial rating of LandAmerica. This will take effect on Friday, January 16, 2009.

The new subcontract vendor is First American. This change has been worked on by the Centralized Servicing Center (CSC) and should be relatively seamless to the field and State Offices. A user manual and guidelines are attached for use by the field.

There is no change in the fee and there is no change in IDs to access the system of First American. Everything has been mapped over so that the field is not inconvenienced by this necessary change.

Field staff should follow the attached guidance in utilizing the service. Any questions concerning this service should be directed to the CSC in St. Louis, Missouri. Please see attached memorandum dated January 14, 2009.

Attachments

Sent by electronic mail on ~~01/16/09~~ at ~~2:15 pm~~ by PSS. State Directors should notify other personnel as appropriate.

EXPIRATION DATE: September 30, 2009

FILING INSTRUCTIONS:
Administrative/Other Programs

1400 Independence Ave, S.W. - Washington DC 20250-0700
Web: <http://www.rurdev.usda.gov>

Committed to the future of rural communities.

"USDA is an equal opportunity provider, employer and lender."
To file a complaint of discrimination, write USDA, Director, Office of Civil Rights,
1400 Independence Avenue, S.W., Washington, DC 20250-9410 or call (800) 795-3272 (Voice) or (202) 720-6382 (TDD).



Committed to the future of rural communities.

United States Department of Agriculture

Rural Development

Centralized Servicing Center

1520 Market Street, St. Louis MO 63103

(800)414-1226(Voice), (800)438-1832 (TDD/TTY Hearing Impaired Only) or (314)206-2106 (FAX)

Web: <http://www.rurdev.usda.gov>

JAN 14 2009

Memorandum

To: State Program Directors

From: Pat Fiala, Director
Centralized Servicing Center *Pat Fiala*

Subject: Flood Determination Conversion to New Vendor
Effective January 16, 2009 – First American

Due to changes in the market, decreased originations and a tough economy the flood vendor being used for flood certifications is changing effective Friday, January 16, 2009. The current vendor, LandAmerica, has been downgraded in its rating and as a result Rural Development is changing its flood determination vendor to First American.

CSC is confident that this change will be seamless for the field and state offices. An e-mail with instructions will be issued to all current registered users of the LandAmerica service. The instructions are verbatim what the individuals need to do to obtain a flood determination from the new service provider.

Attached are the FloodCert service entry guide and user manual that are necessary instructions for use of the new system. These instructions will also be e-mailed to the current registered users of the system in place.

If you have any questions please call Toni Carter, Branch Chief of Escrow and Front End Management. Toni manages the contract and has been working to get this change made with no disruption to the field. She can be reached at (314)457-5864 or toni.carter@stl.usda.gov.

Thank you for your cooperation and assistance.

"USDA is an equal opportunity provider, employer and lender."

To file a complaint of discrimination write USDA, Office of Civil Rights, Programs, 300 7th Street SW, Room 400 (Stop 9430), Washington, DC 20024 or call (866)632-9992 (Voice), (202) 401-0216 (TDD/TTY Hearing Impaired Only) or (202)720-8046 (FAX)

Welcome to FloodCert.com

Of all the things you have to do today, we hope using FloodCert.com is be the easiest. With FloodCert.com, you can order a flood certificate 24 hours a day, from any computer, at any location. All you need is a computer with Internet access and your First American User ID (account code) and password. If you haven't received a User ID and password, give our Account Management Department a call at **1-800-447-1772 (option 2)**, and we'll be happy to give you that information. To make this process even easier, we've left some space below for you to note important information for your account.

Anytime you need help or have a question about your order, feel free to contact us. Our e-mail support address is ***clientsupport@flooddata.com*** and our phone number is **1-800-447-1772 (Option 1)**. Client Services Representatives are ready to assist you Monday through Friday, 7:00 a.m. to 7:00 p.m., Central Time.

We answer your telephone calls immediately. And, we promise to send you a response to your e-mail questions in four hours or less. You can even ask a question or submit a comment via e-mail through '**Contact Us**' on FloodCert.com. You'll find out how to do that within the next few pages. So, read on...

As always, we're interested in your feedback. Please let us know what we can do to make FloodCert.com better. If you have a suggestion, e-mail Todd Brase, Director of Marketing, at ***tbrase@firstam.com***, or call us. We're always glad to hear from you.

My Account Code: _____

My Password: _____

My Account Manager: _____

My Account Manager's Phone Number: _____

Throughout the guidebook, we provide notes and tips in the margins to assist you with using FloodCert.com.



-  Provides helpful information for using FloodCert.com functions
-  Provides extra information and tips

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1. FloodCert.com Homepage

The FloodCert.com homepage is your avenue to useful information about flood compliance, our products and services, handy links, and much more. The homepage is also where you log in to the Ordering section of our website. Some of the items you have access to through the homepage are listed below:



You can access FloodCert at: www.FloodCert.com from any computer with Internet access.

Enter your User ID and Password here



To log in to FloodCert.com, you need a User ID and password. If you haven't received them, give our Account Management Department a call at 1-800-447-1772 (option 2), and we'll be happy to give you that information.

Login to the FloodCert.com Ordering Site

Log in and begin ordering immediately. Simply type your user ID and password in the appropriate boxes and click [Login] to reach the Ordering section.

Keyword Site Search

Search the homepage site for flood compliance information, downloads to assist you and your borrowers, or additional service information. If you're looking for a specific determination, log in to the ordering section and search within your portfolio of orders.

FloodCert.com Homepage

Client Resources

Here, you have access to role-play type FAQ's written specifically from a lender's and servicer's point of view, to help you respond to questions your customers have about flood requirements and why flood insurance may be required. A comprehensive glossary of flood terms and acronyms is included.

Downloads

This section includes an easy-to-use Letter of Map Amendment (LOMA) kit, in addition to other useful documents.

News Room

The News Room keeps you on top of pertinent flood regulation changes, and lets you know other interesting news at First American.

Contact Us

Click on '**Contact Us**' to send us an email or find our physical address and phone number. You will also find the '**Contact Us**' link when you are logged onto the FloodCert.com Ordering section. (See pg.6)

Help

The Help section contains basic information such as how to contact us, how to submit a dispute or what to do if you've forgotten your password. A special client only '**Help**' section is accessible when you log into our Ordering section. It provides additional information and assistance with using FloodCert.com to submit orders. (See next page.)

2. Using FloodCert.com

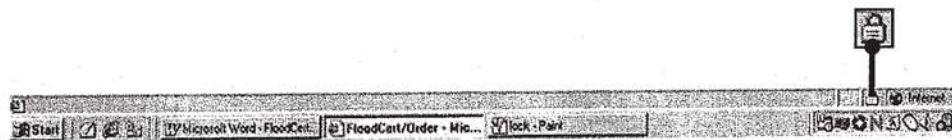
When you are logged onto our Ordering section, you have access to "client only" sections including **'Help,' 'What's New,'** and **'New User Information.'** Here are details about these sections, along with information about security and browser compatibility.

Browser Compatibility

FloodCert.com is fully functional on all Internet browsers. If you use Netscape Navigator as your Internet browser, please be aware that some pages may appear slightly different, however, they are still fully functional.

Security

We understand that your flood certificate orders may contain confidential information about your customers. That's why FloodCert.com provides encrypted transmissions through Secure Sockets Layer (SSL) protocol. SSL confirms that you are indeed communicating with First American, ensures the privacy of those communications and guarantees that the messages you send and receive arrive unaltered. When SSL is active, a picture of a closed lock appears on the bottom line of your browser, just like in the example below:



Help

The **'Help'** section is your first source for information and assistance with FloodCert.com. If you need assistance with any aspect of FloodCert.com, simply click on **'Help'** from the Main Menu for more information.

Included in this section is information about your Main Menu options, the User and Account options under the Main Menu, Frequently Asked Questions about FloodCert.com and Flood Zone Determinations, and Troubleshooting for printing and different browsers. The **'Help'** section is your first source for assistance with and information about FloodCert.com.

New User Info

Read through **'New User Info'** to get acquainted with FloodCert.com. This area walks you through the various options available to you.

What's New?

We're constantly responding to client feedback and updating FloodCert.com to make it more user-friendly. On the **'What's New!'** page, there's descriptions of the recent upgrades to FloodCert.com. The link is only be available when recent upgrades have been made.



Want to learn more about SSL? visit this web site:
[www.netscape.com/
security/techbriefs/ssl.html](http://www.netscape.com/security/techbriefs/ssl.html)



Click on **'Help,' 'New User Info'** or **'What's New!'** under **Support** on the Main Menu.

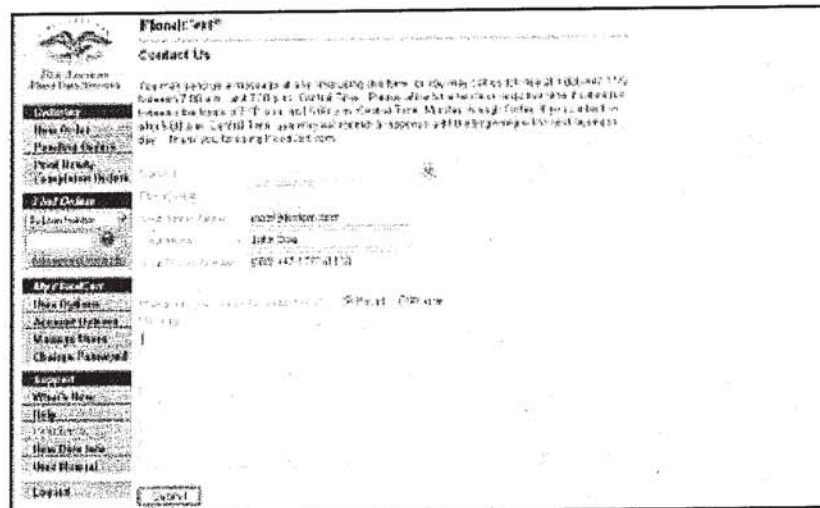
The Main Menu is always located on the left side of your screen.

Using FloodCert.com

Contact Us

Feel free to contact us at any time. We gladly answer your questions and provide you with solutions. There are several ways to reach us:

- E-mail us at clientsupport@flooddata.com.
- Call us at **1-800-447-1772 (option 1)**. Client Services Representatives are ready to assist you Monday through Friday, 7 a.m. to 7 p.m., Central Time.
- Send us an email via FloodCert.com.
- Click on the 'Contact Us' link from the Main Menu.

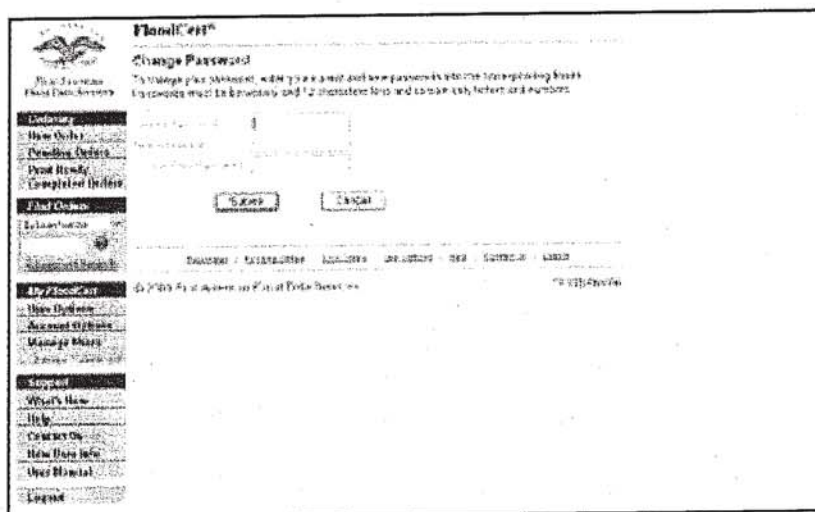


3. My FloodCert.com

Change Password

You can change your own password whenever you wish using the '**Change Password**' link under **My FloodCert**. Passwords can be from six to 12 characters in length and can contain any combination of letters and numbers.

Your new password must be between six and 12 characters long and contain only letters and numbers.



My FloodCert.com

Account Options

We realize that no two clients' needs are the same. That's why we've provided you with several options to make FloodCert compatible with your ordering requirements. Use the options under the **My FloodCert** section of the Main Menu to customize the way FloodCert works for your account.

To further streamline the ordering process, we've separated the options into two sections:

- **'Account Options'**: Change billing account information.
- **'User Options'**: Control how FloodCert works for your individual account.

For detailed explanations of each option, click **'Help'** from the Main Menu. Don't forget to click **'Save Options'** at the bottom of the page after making any changes.

Remember: If you share a User ID with other users in your company, any changes you make continues to affect all users with that ID. However, we have the functionality to add additional User IDs within the account. This enables unique options to personalize the email address or requested by field to reflect your individual name. In this case, the changes you make does not affect other users. (see page 11.) If you're interested, please contact an Account Manager to enable this option.



After logging on, go to the Main Menu. Under **My FloodCert** click on **User Options** or **Account Options**.



Be aware that changing any option affects all users for that User ID (account code) and password, regardless of their location.

My FloodCert.com

User Options

The 'User Options' page gives you the ability to customize FloodCert.com to meet your individual ordering needs. From this page you can:

- Update the contact information
- Change the printing and processing options
- Customize the order entry fields

If you share a User ID with other users in your company, any changes you make affects all users with that ID.

With FloodCert Alert, you choose whether you'd like to be contacted by e-mail or fax when an order is complete or when we need more information.


Print a lender ID on your flood certificates.

Print a borrower notification letter and choose to use FEMA's or First American's Text.

Batch print all Newly Completed Orders.

Checked:
All certifications, even immediate hits, are stored to be printed at your convenience.

Not Checked:
Certificates must be printed individually. Only completed orders that were sent for manual research will print via 'Print Newly Completed Orders' on the Main Menu.



User Options

Remember! You must click on 'Save Options' at the bottom of this page to keep any changes you make. To discard changes, click on 'Cancel Changes' or make a selection from the Main Menu on the left.

For detailed explanations on each of the available options, [click here](#).

☐ I have changed my e-mail and/or fax information. Please e-mail me a copy of my new information.

Contact Information

Last Name	First Name
Do	John
E-mail Address	
jdoe@system.com	
Phone Number	Fax Number
(800) 447-1772 ext 130	(800) 447-2558

You can choose to have us notify you by e-mail or fax when a manually researched certificate is complete or if we need additional information. **Note:** When you receive a notice, log on to FloodCert to retrieve your certificate. You can go to 'Pending Orders' to check the status of your orders at anytime.

☒ E-mail
 ☐ Fax

Printing Options

☐ Print this Lender ID on all certifications. 111002

☐ Change Lender ID on each order

If you select this option, FloodCert will put a Lender ID field on the order entry screen. Whatever you enter in that field will appear under Lender ID on the Standard Flood Hazard Determination Form. You may customize this field in [Order Entry Field Customization](#) below.

☒ Print Borrower Notification Letter
 ☐ Print FEMA Text
 ☒ First American Text

☒ Print Newly Completed Orders

If you select this option, all certifications, even immediate hits, are stored in the 'Print Newly Completed Orders' queue for printing at your convenience. If you do NOT select this option, you must print certificates for each immediate hit individually. Only completed orders that had been sent for manual research will print via 'Print Newly Completed Orders'.

Processing Options

☐ Order Entry Field Customization

☒ Address and Email Loan Number or Borrower Name Must Match

☐ Print Pending List

If you select this option, you can specify which 'Pending Orders' you wish to see. Otherwise, ALL outstanding and recently completed manual research orders are displayed when you select 'Pending Orders'.

☒ Number of items displayed on each page at user's control, per month of 500

☐ Use Simple Login Page

Select this option if the login page displays too slowly. The simple login page will load much more quickly but will not give you direct access to the news and other information available on the regular login page.

Order Entry Field Customization

You can pick which fields to use and you can tell us standard information that will appear on the field.

Definitions

Field: Order entry fields that can be customized

Field Name: Customize the text to reflect a different name to better meet your company's needs. (For example, change 'Branch' to 'Location')

Default Value: Enter any standard information to appear on each order

Read-Only: Prevents you from over-writing the 'Default Value' on a new order

Hide: Removes the field from the order entry screen and ignores any default value

Reset on New Order: The field value is reset to the default value for every new order. If there is no default value the field will be cleared

Click on 'Print Newly Completed Orders' from the Main Menu to use this function.

My FloodCert.com 09

My FloodCert.com

Choose how FloodCert checks for duplicates in your orders.

If you select the *'Filter Pending List?'* option, you can specify which *'Pending Orders'* you wish to see.

Otherwise, ALL outstanding and recently completed manual research orders are displayed when you select 'Pending Orders.'

We recommend that you choose this option if your pending list becomes too large to manage easily.

Customize the data entry fields and field labels that appear on the 'Order New Certification' page.

Remember: Click on *[Save Options]* after making any changes.

File **Options** **Help**

☒ Print List on Completion ☒ Match Address and either Borrower or Loan Number

Processing Options

1 ☒ Batch First ALL Newly-Completed Orders?
If you select this option, all pending orders, even immediately hit, are stored in the "First Newly-Completed Orders" queue for printing at your convenience. If you do NOT select this option, you must print certificates for each immediately hit individually. Only completed orders that had been sent for manual research will pop up via their "Newly-Completed Orders".

2 ☐ Filter Pending List?
If you select this option, you can specify which "Pending Orders" you wish to see. Otherwise, ALL outstanding and recently-completed manual research orders are displayed when you select "Pending Orders".

Order Entry Field Customization

You can pick which fields to use and you can set up standard information that will appear on all orders.

Definitions

Field	<i>Order entry fields that can be customized</i>
Field Name	<i>Customize the field to reflect a different name to better meet your company's needs. (For example, change Branch to Location.)</i>
Default Value	<i>Enter any standard information to appear on each order.</i>
Read Only	<i>Prevents you from overwriting the Default Value on a new order.</i>
Hide	<i>Removes the field from the order entry screen.</i>
Reset on New Order	<i>The field value is reset to the default value for every new order. If there is no default value the field will be cleared.</i>

Field	Field Name	Default Value	Read-Only	Hide	Reset on New Order
3 Company	[Company]	First American	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Branch	[Branch]	Austin	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Requestor By	[Requestor]		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loan Number	[Loan]				
Fax Number	[Number to fax]	800-447-2258	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4

[New Order](#) | [Pending Orders](#) | [Find Orders](#) | [More Options](#) | [Logout](#) | [Help](#) | [Contact Us](#)

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4. Manage Users

If you share the same account with others, you can give each user their own User ID and password. Each user can still view all of the completed orders under your account, but each user has his/her own ordering preferences, contact information, and queue of orders pending completion. No more having other users retrieving your orders or receiving your notices of more information required. And you control all of this yourself.

Please note that this new feature is NOT available unless you ask for it. If you think you might find it useful, please click '[Contact Us](#)' or call 1-800-447-1772 (Option 1). When the feature is enabled, you will see a '[Manage Users](#)' link under My FloodCert and will then be able to create, edit, and delete User IDs attached to your account.

FloodCert®
Manage Users

You can add, edit, and delete users and change their passwords. To add a new user, click the 'Create New User' link.

User ID	Username	Password	Status
1000000000	admin	admin	Active
1000000001	user1	user1	Active
1000000002	user2	user2	Active
1000000003	user3	user3	Active
1000000004	user4	user4	Active
1000000005	user5	user5	Active
1000000006	user6	user6	Active
1000000007	user7	user7	Active
1000000008	user8	user8	Active
1000000009	user9	user9	Active
1000000010	user10	user10	Active

[Create New User](#) [Edit User](#)

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5. New Order

Ordering Hints

Before you order your first certificate through FloodCert, please take a moment to review the following ordering hints. This will make your experience with FloodCert as efficient as possible.

- Input a complete street address and any additional information you may have. If you don't have a valid street address, a short legal description, other property identification information such as lot/block/subdivision, or section/township/range may be put in the address field.
- If the address requires manual research, a second page requesting additional information will appear when you submit the request. Enter any additional information such as legal description, map numbers, metes and bounds, section/township/range, lot/block/subdivision, or tax map information into the appropriate fields. (See address entry guide below).



The 'Order New Certification' page can be accessed through the 'New Order' link from every page in FloodCert.com.



Non-residential property requests are always manually researched to ensure accuracy. (This includes any "Special Property" service.)

FloodCert® Address Entry Guide

When entering in address information, use these helpful tips for more immediate responses on your orders.

Avenue	AVE	Drive	DR	North	N	State Road	STATE RD
Boulevard	BLVD	East	E	Parkway	PKWY	Street	ST
Circle	CIR	Extension	EXT	Place	PL	Terrace	TER
County Road	COUNTY RD	Highway	HWY	Road	RD	Trail	TRL
Court	CT	Interstate Highway	IH	South	S	Turnpike	TPK
Cove	CV	Lane	LN	State Highway	STATE HWY	West	W

Address - Enter these types of addresses carefully

- **Condominium Units and Apartments:** Place the unit number in the unit field.
- **Highway Addresses:** Place the word "Highway" or "HWY" just after territorial designator.
Example: 19029 US HWY 19 or 55 NC Hwy 12 S
- **Postal Route and Box Addresses:** We recommend that you supply an actual street name.
If one is not available, enter the route, followed by "BOX" and the box number in the address field.
Example: RR 3 Box 19 or HCR 5 Box 33

- **Duplexes:** Do not exceed four units when entering an address range.

Example: 200 - 206 Main St.

Post Office Box - Do not enter a post office box. A post office box has no relation to the actual property location. If no address exists, enter the legal description in the address field.

Multiple Addresses - Do not enter multiple addresses. To certify more than one address, enter a separate order for each house number.

New Order

Preventing Duplicate Orders

FloodCert automatically warns you if you're about to place a duplicate order. The criteria used to check for duplicates can be adjusted in the *My FloodCert 'User Options'* setup. (See pgs. 9-10)

If FloodCert detects a possible duplicate order, a *'Duplicate Warning'* page will appear. From the *'Duplicate Warning'* page, you can:

- View the previous order
- Submit a new order
- Edit the order and resubmit it
- Order Related Loan Certificate (only appears if you have this service)



To specify how FloodCert checks for your duplicate orders, or to choose to not check for duplicates at all, click on 'User Options' from the Main Menu.

Then go to 'Processing Options' and choose an option in the drop down box for 'Duplicate Checking.'

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Duplicate Warning
 This page will appear when you attempt to place a duplicate order.

I. Review the following information about the previous order.

Order Number	12
Order Date	01/01/2008
Order Amount	\$100.00
Order Status	COMPLETED
Order Type	NEW ORDER

II. Choose one of the following options.

View	View the previous order.
Edit	Edit the order and resubmit it.
Cancel	Cancel the order and order a new one.

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New Order

Order Summary

The vast majority of your determinations are returned to you instantly. If so, the **Order Summary** page appears. This page also appears when you retrieve a manually completed determination. You have several options once you're in this page depending on which type of determination you originally ordered:

- View a certificate and print it using your browser's print function (Click on the "Certificate" icon)


From the **Select an Action** drop down menu you can:

- Edit certain information on the certificate, such as the loan number and borrower name
- Fax a copy of the certification
- E-mail a copy of the certification
- Transfer a certificate to another lender
- Certify a related loan (only appears if you have this service)
- Dispute the certification
- Cancel the order

If your order is not available instantly, the 'Manual Research Required' page will appear. (See pg. 17 for details.)

Keep in mind, certain options are for Life-of-Loan products only. If you order a "basic flood" product, you may receive the option to upgrade to Life-of-Loan.

FloodCert®
Order Summary

CERTIFICATE  **Select an Action:** Enter this Order

Loan Information
Loan Number: 12340
Data, Flood

Property Information
Address: 1234 FIVE CREEK WAY
City: CONCORD, CA 94520

Life-of-Loan Certifications
Flood Insurance Required: NO
Flood Insurance Available: YES
Current Flood: NO

Order Information
Order Number: 00000000000000000000
Order Date: 07/26/04

Click on the certificate icon to view a certificate.

New Order

Certificate Sample

Once you receive a completed determination, you can view and print a FEMA Standard Flood Hazard Determination Form (SFHDF). (Click on the certificate icon at the top of the 'Order Summary' page.) Also, you can print the certificate using your browser's print function. In some cases you may need to adjust your browser's print setting to print the certificate properly. (See Printing on pg. 32.)

For printing help see page 32, or click 'Help' under *Support* from the Main Menu. The Main Menu is available on the previous (*Order Summary*) page.

CERTIFICATE

Certificate icon on the 'Order Summary' page.

FEDERAL EMERGENCY MANAGEMENT AGENCY STANDARD FLOOD HAZARD DETERMINATION		See The Attached Instructions	O.M.B. No. 3067-0264 Expires October 31, 2005
SECTION I - LOAN INFORMATION			
1. LENDER NAME AND ADDRESS First American Flood Data Services 11902 Burnet Rd Austin, TX 78758		2. COLLATERAL (Building/Mobile Home/Personal Property) PROPERTY ADDRESS (Legal Description may be attached) 7391 EDEN BROOK DR COLUMBIA, MD 21046	
BORROWER:			
3. LENDER ID. NO. 11902	4. LOAN IDENTIFIER	5. AMOUNT OF FLOOD INSURANCE REQUIRED \$	
SECTION II			
A. NATIONAL FLOOD INSURANCE PROGRAM (NFIP) COMMUNITY JURISDICTION			
1. NFIP Community Name HOWARD COUNTY	2. County(ies) UNINCORPORATED AREAS	3. State MD	4. NFIP Community Number 240044
B. NATIONAL FLOOD INSURANCE PROGRAM (NFIP) DATA AFFECTING BUILDING/MOBILE HOME			
1. NFIP Map Number or Community-Panel Number (Community Name, if not the same as "A") 240044 0039B	2. NFIP Map Panel Effective/Revised Date 12/04/86	3. LOMA/LOMR <input type="checkbox"/> Yes <input type="checkbox"/> No	4. Flood Zone C
C. FEDERAL FLOOD INSURANCE AVAILABILITY (Check all that apply)			
<input checked="" type="checkbox"/> Federal Flood Insurance is available (community participates in NFIP). <input checked="" type="checkbox"/> Regular Program <input type="checkbox"/> Emergency Program of NFIP <input type="checkbox"/> Federal Flood Insurance is not available because community is not participating in the NFIP <input type="checkbox"/> Building/Mobile Home is in a Coastal Barrier Resources Area (CBRA) or Otherwise Protected Area (OPA). Federal Flood insurance may not be available. CBRA/OPA designation date: _____			
D. DETERMINATION			
IS BUILDING/MOBILE HOME IN SPECIAL FLOOD HAZARD AREA (ZONES CONTAINING THE LETTERS "A" OR "V")? <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO If yes, flood insurance is required by the Flood Disaster Protection Act of 1973. If no, flood insurance is not required by the Flood Disaster Protection Act of 1973.			
E. COMMENTS (Optional):			
1. *** THIS CERTIFICATION FOR DEMONSTRATION PURPOSES ONLY ***			
This determination is based on examining the NFIP map, any Federal Emergency Management Agency revisions to it, and any other information needed to locate the building/mobile home on the NFIP map.			
F. PREPARER'S INFORMATION			
NAME, ADDRESS, TELEPHONE NUMBER (if other than Lender) First American Flood Data Services 11902 Burnet Road Austin, TX 78758 1-800-447-1772		DATE OF DETERMINATION 12/06/02 at 3:32 pm CT FloodCert #: 0212280637	

New Order

Borrower Notice Sample



Go to 'User Options' under *My FloodCert* in the Main Menu.

Scroll down to 'Printing Options' and choose the borrower notification selection that suits your needs.

You can choose to have the certificate accompanied by a borrower notification letter similar to the one shown below. Go to *My FloodCert* (pgs. 9-10) in the Main Menu and select '*User Options*.' There you can choose whether to have the notice printed with each certificate. Also, you can choose to use either First American's standard text or FEMA's standard text. Both versions meet all federal regulatory requirements.

NOTICE TO BORROWER NOT IN SPECIAL FLOOD HAZARD AREA

Borrower: American, First

Loan #: 8888888

Property Location: 11902 BURNET RD
AUSTIN, TX 78758

This Notice Date is as of: 11/06/01

Attached is the completed Standard Flood Hazard Determination Form that indicates that the improved real estate or mobile home securing your loan is not located in an area designated by the Director of the Federal Emergency Management Agency ("FEMA") as a Special Flood Hazard Area ("SFHA"). As a result of this determination, you will not be required to obtain mandatory flood insurance in connection with the making of your loan.

However, your home may be near a SFHA. As such you, or your lender, may want to consider the advisability of obtaining flood insurance at reduced rates. You should check with your insurance agent or company as to the coverage types and amounts available to you and make your own determination as to whether you desire any such coverage.

If, however, at any time during the term of your loan the improved real estate or mobile home securing your loan is, due to re-mapping by FEMA or otherwise, located in an area that has been identified by the Director of FEMA as an area having special flood hazards and in which flood insurance is available under the National Flood Insurance Program, you will be so notified and advised that you must obtain an appropriate amount of flood insurance coverage. If, within 45 days after we send you such notification, you fail to purchase flood insurance in an amount not less than the amount we advise you is necessary, we shall purchase such flood insurance on your behalf at your expense, as we are authorized to do in accordance with the provisions of the Flood Disaster Protection Act of 1973, as amended.

I/We, the undersigned borrower(s)/applicant(s), hereby understand and agree to all the above.

Borrower/Applicant _____ Date _____

Borrower/Applicant _____ Date _____

Borrower/Applicant _____ Date _____

Borrower/Applicant _____ Date _____

Borrower/Applicant _____ Date _____

Borrower/Applicant _____ Date _____

New Order

Submitting a Request for Manual Research

In most instances, the address you enter into FloodCert is found in our database and a certificate is returned to you instantly. However, there will be times when residential property requests require manual research. Please keep in mind that all non-residential property requests are manually researched, and are not returned instantly.


When an order needs to be manually researched, FloodCert provides the reason manual research is required and gives you the option of continuing or canceling the order.

The screenshot shows the FloodCert website interface. At the top, the FloodCert logo is displayed. Below it, a message states: "Research Required" and "Your request requires manual research". A sidebar on the left contains a list of navigation links: Ordering, New Order, Pending Orders, Print Newly Completed Orders, Find Orders, By Loan Number, Advanced Search, My FloodCert, User Options, Account Options, Manage Users, Change Password, Support, What's New, Help, Contact Us, How User Info, User Manual, and Logout. The main content area displays two instructions: "I. Verify that you entered the correct address. If the address is not correct, click here to edit the original order and resubmit it. 7954 N. Hills Dr. Austin TX 78731" and "II. Provide additional information to help us locate the property." Below these instructions, there are input fields for "Company Name", "Don't Know", "Subsequent info, and Please attach supporting documents if applicable", and "Fax to FloodCert".

New Order

Sending Us Additional Information

On occasion, we'll need additional information from you in order to complete your order. If you would like to fax us that information, you can print a pre-filled fax cover sheet by choosing the **'Create a Fax Cover'** from the **Select an Action** drop down box on the **'Order Summary'** page that shows the order is "Submitted for Research." (See pg. 27.) You can also check the box under the "Additional Information" section on the **'Research Required'** page for the fax cover sheet to appear. (See previous page.)

ADDITIONAL INFORMATION		
Fax to: 1-800-447-9664		First American Flood Data Services
FloodCert #:	0305642127	
Account:	First American Flood Data (TEST-2139)	
Loan Number:	123	
Borrower:		
Your Name:	Terri Fowler	
Your Fax Number:	(800)447-9664	
Your Phone Number:	(800)447-1772 x2016	
Your Email Address:	chfernandez@firstam.com	
Comments:		

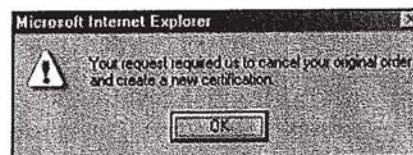
6. Working with your Portfolio of Orders

Editing an Order

With the *'Edit Completed Certification'* page, you have the ability to edit certain information on the certificate, such as the loan number and borrower name and address. You can also edit a pending order. (See pg. 25.)

The screenshot shows the FloodCert website interface. On the left is a navigation menu with links: Orders, New Order, Pending Orders, Print Newly Completed Orders, Find Orders, By Loan Number, My FloodCert, User Options, Account Options, Manage Users, Change Password, Support, What's New, Help, Contact Us, New User Info, User Manual, and Logout. The main content area is titled 'Edit Completed Certification' and includes a 'Cancel Service' checkbox. Below this are two sections: 'Loan Information' with fields for 'Loan ID' (containing '1234') and 'Borrower Name' (containing 'John Doe'), and 'Property Information' with fields for 'Address' (containing '1234 FINE CREEK WAY APT D'), 'City' (containing 'CONCORD'), 'State' (containing 'CA'), and 'Zip' (containing '94520'). At the bottom of the form are 'Submit' and 'Cancel Changes' buttons.

Certain edits such as changing an address to a different property and upgrading the service may require that we automatically cancel the old certification and issue a new one. You are notified automatically by a gray pop-up box (shown below) to advise you when that occurs.



Working with your Portfolio of Orders

Send a Certification by fax or e-mail

You can send a certification to anyone you choose either by fax or e-mail through FloodCert.com. Simply choose the option from the **'Order Summary'** screen. (The options are available in the **Select an Action** drop down box.)

Once you make the selections to either fax or e-mail the certificate, one of the two screens shown below appears. Input the recipient's information and we can either fax or e-mail (depending on your instructions) a certification to anyone you specify. If you choose to e-mail a certification, we send an email with your message and include a copy of the certification as a PDF attachment.



Adobe Acrobat Reader is needed to view the certificate as a PDF document.

Go to:
www.adobe.com/products/acrobat/readstep2.htm
to download this software for free. (This information is also included in the e-mail that has the PDF file attached.)



You may have noticed FloodCert Alert when you were setting up your account options in the **'User Options'** page.

Sending a certification by fax or e-mail is NOT the same as FloodCert Alert.

FloodCert Alert is a service offered by FloodCert.com, that contacts you in the event we need more information or to let you know your order is ready to be picked up.

The image displays two screenshots of the FloodCert.com web application interface for sending certifications. The top screenshot shows the 'Send Certification by Email' form, and the bottom screenshot shows the 'Send Certification by Fax' form. Both forms have a text box labeled 'Input the recipient's information here.' with a pointer indicating where to enter the recipient's details.

Send Certification by Email

First Name: [] Last Name: []
Email Address: []
Phone Number: []
Fax Number: []
Company: []
Address: []
City: [] State: [] Zip: []
Country: []
Send Certification by Email

Send Certification by Fax

First Name: [] Last Name: []
Email Address: []
Phone Number: []
Fax Number: []
Company: []
Address: []
City: [] State: [] Zip: []
Country: []
Send Certification by Fax


Working with your Portfolio of Orders

Transfer to Another Lender

If you would like a different servicer to be notified of map changes (Life-of-Loan Tracking), choose **'Transfer to Another Lender'** from the **Select an Action** drop down box on the **'Order Summary'** page. (See pg. 14.) Then, enter the appropriate servicer code and the new loan number (if any) and click **[Submit]**.

Servicer code search

If you do not know the servicer code for the company and location you want map change notices (Life-of-Loan Tracking) sent to, you can search our servicer database for the code by name or location.


FloodCert®
Transfer to Another Lender

Use the following steps to transfer a loan to another lender. After the transfer is complete, First American will notify the new lender if the flood map is revised.

I. Enter the new loan number.
Some lenders will not accept a transfer unless their new loan number is supplied.

New Loan Number

II. Select a new servicer.
A Servicer Code tells First American who to notify if the flood map is revised.

If the desired Servicer appears below, simply click on it. Otherwise, enter the Servicer Code in the text field below the list. **Note that we changed our Servicer Code scheme in December 2002. For your convenience we have listed the old code in the list but we ask that you enter the new code when making the transfer.**

Code	Old Code	Name	City
2502232	S-PBB-44NM	Flagstar Bank	Troy, MI
2503796	S-TCB100TX	Chase Bank of Texas	Houston, TX
2504162	S-CMB203CH	Chase Manhattan Bank	Houston, TX
2504601	S-AFC000TX	Austin Funding Corporation	Austin, TX
2504626	S-FCMS2	FloodCert Test Servicer	Austin, TX
2504852	S-WFFP00MN	Wells Fargo	Minneapolis, MN
2506842	S-CMC915TX	Cypress Mortgage	Austin, TX
2509181	S-HSM563TX	HSM Texas Employees FCU	Austin, TX
2502759	S-DFC102TX	Dynex F.C.U. d/b/a First Financial Svc Bureau	Austin, TX
2504203	S-CMC200NY	Chase Manhattan Bank	New York, NY
2501030	S-HOT116TX	Compass Bank	Austin, TX
2502021	S-FMC578AU	Presidential Mortgage Corporation	Austin, TX
2503469	S-NHM196TX	Maintenance National Mortgage	Austin, TX
2509121	S-TAM499TX	Guaranty Residential Lending Inc	Austin, TX
2502000	S-TSM210TX	Texas Star Mortgage Co	Austin, TX

Current Selection: 2504626 (FloodCert Test Servicer)

New Servicer Code

If you do not know the Servicer Code, click here to find a Servicer Code.

To find a Servicer Code, enter the lender's name, the city and state, or both. Then click "Submit". Use only the first part of the lender's name if you cannot find it using the full name.

III. Click on "Submit" to send your request.

[Home](#) | [Contact Us](#) | [Help](#) | [Privacy Policy](#) | [Terms of Use](#) | [Site Map](#) | [Feedback](#)

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Working with your Portfolio of Orders

Canceling and Restoring Certificates

You may choose to cancel an order from the 'Order Summary' page.

If you cancel an order in error, choose '*Restore this order*' immediately or call First American at 1-800-447-4550 for assistance.

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First American Flood Data Services

Order Summary: CANCELLED

Select an Action: [Restore this Order](#)

Ordering How Order Pending Orders Print New Completed Orders	Loan Information Loan Number: 1234 Borrower: SINA
Find Orders By Loan Number By Order Number	Property Information Address: 1200 PINE CREEK WAY APT D CONCORD, CA 94520
My FloodCert User Options Account Options Manage Users Change Password	Order Information Order Number: 9916723066 Date of Loan Flood: 10/25/99 at 3:34 PM CDT
Support What's New Help Contact Us New User Info User Manual	Comments This certification was canceled by TESTBMO06 on 10/16/2003 because it was a duplicate of another order. The Flood determination is no longer available. You may select RESTORE to reactivate the certification.

Home | Contact Us | Feedback | The Order | Help | Company | Logout

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Working with your Portfolio of Orders

Submitting a Dispute

On this page, you have the opportunity to provide us with the additional information that will aid us when reviewing your certification for accuracy. If you believe our determination is incorrect, you can submit an online request to have us review the results. Select **'Dispute Certification'** from the drop down box on the **'Order Summary'** page on any completed order. (See pg. 14.)

Once the information is submitted, the **'Additional dispute information fax sheet'** appears if you checked any of the supporting documentation check boxes. Use this to fax us any additional information. (See pg. 18.)

You also have the option to cancel a dispute online. You'll see the option under the **Select an Action** drop down box on the **'Order Summary'** screen.

**FloodCert®**
Dispute Certification

You may request that First American review the determination if you believe it to be incorrect. Please follow these steps carefully.

Ordering
New Order
Pending Orders
Print Newly Completed Orders

Find Orders
By Loan Number
By Order Number

My FloodCert
User Options
Account Options
Manage Users
Change Password

Support
What's New
Help
Contact Us
New User Help
User Manual
Legend

I. Verify that we certified the correct address.
If the address is not correct, click Go to edit the address
1288 PINE CREEK WAY APT D
CONCORD, CA 94520

II. Check those items that you believe to be incorrect.

☐ Flood Zone (C - Insurance Not Required)
☐ Community (005022 - CONCORD, CITY OF)
☐ FEMA Map Panel (065022 0005B)
☐ Map Date (07/05/04)
☐ CBRA Status (Not in a CBRA Zone)
☐ Other: _____

III. What supporting documents do you have?
After you submit your request, we will display a fax cover page for these items. Please print it and fax to the number shown on the sheet.

☐ Locator Map
☐ Survey or other site-specific information
☐ Appraisal
☐ Letter from Community
☐ Letter from FEMA
☐ Elevation Certificate
☐ Other: _____

IV. Provide a brief overview of the situation.
Include the reasons you believe our results are incorrect. Limit 250 characters.

V. How can we contact you?
Your Name: Terry Fowler
☐ Phone: (800)442-1752 x2016
☐ Fax: (800)442-9664
☐ Email: tfowler@firstam.com

VI. Click on 'Submit' to send your request.

Working with your Portfolio of Orders

Related Loan Service

You have access to the 'Certify A Related Loan' page if you have the Related Loan service through First American.

The Related Loan service is available for piggyback, refinance or simultaneous second loans for a borrower that already has a loan with you and First American has already completed the original Life-of-Loan Determination.

When ordering online, be sure to have your new loan number available.

The screenshot shows the FloodCert website interface for the 'Certify A Related Loan' service. On the left is a vertical navigation menu with links: Ordering, New Order, Pending Orders, Print Newly Completed Orders, Flood Orders, By Loan Number, Account Information, My FloodCert, User Options, Account Options, Manage Users, Change Password, Support, What's New, Help, Contact Us, How User Info, User Manual, and Logout. The main content area is titled 'FloodCert® Certify A Related Loan'. It includes a paragraph explaining the service: 'First American is already tracking the property on your behalf. You may therefore order a Related Loan certification for a second mortgage or home equity loan on the same property. Enter the new loan number below, verify that the property information is correct and click the Submit button.' Below this is a section for 'Life-of-Loan Flood (Related Loan)' with a 'Loan Information' table. The table has columns for 'Loan Number', 'Balance', and 'Requested By'. The 'Loan Number' field contains '12345678901234567890'. Below the table is a 'Property Information' section with fields for 'Address' (11502 BURDET ST), 'City' (AUSTIN), 'State' (TX), and 'Zip' (78758). A 'Submit' button is located at the bottom right of the form.

Loan Information
Loan Number: 12345678901234567890
Balance: \$100,000.00
Requested By: [User Name]

Property Information
Address: 11502 BURDET ST
City: AUSTIN
State: TX
Zip: 78758

7. Working with your Pending Orders

Pending Orders Page



To quickly find the status of a specific order, use the 'Find Orders' search function on the Main Menu.

To review the list of all orders in progress, including orders for which we recently completed the manual research, click '**Pending Orders**' on the Main Menu. You may review the status of a specific order by clicking on the FloodCert Number on the '**Pending Orders**' page.

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Pending Orders (1 - 6 of 6 records found.)
Click on a column heading to sort on that column

FloodCert #	Loan #	Name	Status	Research	Loan #
0110725044					
0110725044					
0110725044	12345678	Parker			
0110725044		Schneider			
0110725044	6551210	Morgan			
0110725044		Morgan			

Print Selected
Select All
Unselect All

Home | Pending Orders | Find Orders | User Guides | Help | Feedback | Logout

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Click on the FloodCert Number to review the details of a pending order.

Working with your Pending Orders

Filtering Your Pending List

If you checked the box next to **'Filter Pending List'** when setting up your account preferences in **'User Options'** you'll have access to the **'Search for Pending Orders'** page.

From this page, you can search for pending orders by using different criteria:

- Entire pending list
- All incomplete orders
- Orders requiring more info
- Complete orders not yet received

The screenshot shows the FloodCert website interface. On the left is a vertical navigation menu with links: Ordering (New Order, Pending Orders, Print New/Completed Orders), Find Orders (By Loan Number, By Property Address, By Order Information), My FloodCert (User Options, Account Options, Manage Users, Change Password), Support (What's New, Help, Contact Us, New User Info, User Manual), and Logout. The main content area is titled 'Search for Pending Orders' and includes a sub-header 'Make this the only search for orders placed by your FloodCert'. Below this is a 'Search By...' section with three input fields: 'Loan Information' (with sub-fields for Loan #, Date, and Reported by), 'Property Address' (with sub-fields for Address, City, State, and Zip), and 'Order Information' (with sub-fields for Order # and Order Date). There is a checkbox for 'Entire Pending List' which is currently checked. At the bottom of the search area are 'Submit' and 'Clear Form' buttons. A footer at the very bottom contains links: New Order, Pending Orders, Find Orders, Print Orders, Help, Register Us, and Logout.

Working with your Pending Orders


Order Summary Page: Submitted for Research

From the 'Order Summary' page, you can:

- Edit the address, borrower name, loan number and other information
- Transfer the Life-of-Loan tracking to another lender
- Create a fax cover page to send us additional information
- Cancel the order

If you cancel an order in error, choose 'Restore this Order' from the *Select an Action* drop down box to reactivate the order.

If the certification is in dispute, you'll have all of the choices listed as well as the option to certify a related loan (if you have this service,) send by fax or e-mail and cancel the dispute.


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First American
Flood This Service

Order Summary: SUBMITTED FOR RESEARCH
Select an Action: Edit this Order

If you wish to correct or change this order and resubmit it, select 'Edit this Order' in the list above. If you have additional information which can be faxed to us, select 'Create Fax Cover Page'.

Loan Information	
Loan Number	0006465209
Borrower	Maras, Zik

Property Information	
Address	121 MAIN LEANDER, TX 78641
Legal Description	LOT 2 BLOCK 45 CORNER LOT AT UNION

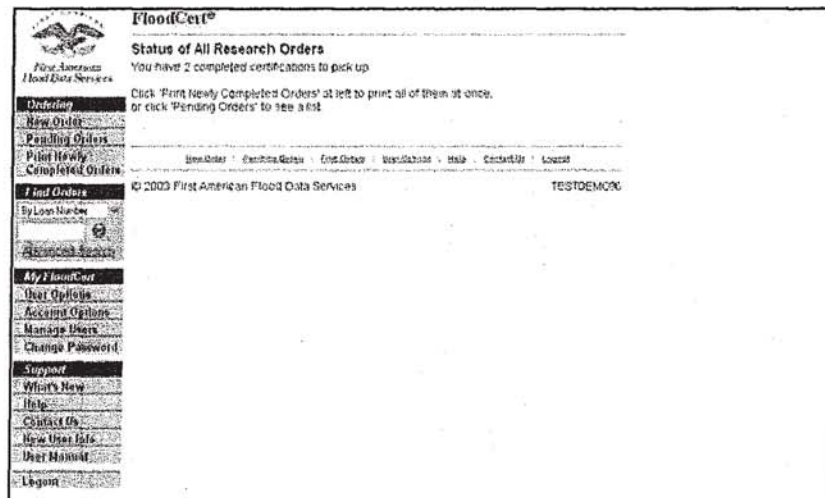
Order Information	
Created on	06/17/03 at 3:52 PM CDT
Submitted on	06/17/03 at 3:52 PM CDT

Comments:
Order 0006465209 submitted for research at 03:52 PM CDT on 06/17/2003
Please call 1-800-447-1772 if you wish to check its status.
Upon completion the certification will be faxed to (800)447-4022.

Working with your Pending Orders

Check Pending Orders Message

If manually researched orders were completed since the last time you logged on, a message appears advising you to check your pending orders. Simply click on **'Print Newly Completed Orders'** or **'Pending Orders'** from the Main Menu whenever you receive this message. From either page you can view the certificate, then print using your browser's print button.



8. Finding your Orders



All search functions include both completed orders and orders currently under review.

The **Find Orders** search function allows you to search through your portfolio of completed flood certifications as well as orders that are currently under review.

Find Orders

FloodCert has extensive search capabilities. You can quickly search for specific orders by loan number, FloodCert Number or borrower name using the **Find Orders** search function on the Main Menu. Simply enter your search criteria and click **[go]**. At this point, you have access to the **'Search Results'** page. (See next page.)

Advanced Search

The Advanced Search function gives you the ability to perform an even more detailed search with variables such as Branch, Date, Current Status, or loan type such as Life-of-Loan or Basic.

The screenshot shows the FloodCert web application interface. At the top, the FloodCert logo and "Advanced Search for Orders" title are visible. On the left, there is a vertical menu with options: "Ordering", "New Order", "Pending Orders", "Print Newly Completed Orders", "Find Orders", "User Options", "Account Options", "Manage Users", "Change Password", "Support", "What's New", "Help", "Contact Us", "New User Info", "User Manual", and "Logout". The "Find Orders" option is highlighted. Below the menu, the "Find Orders" section is active, showing a search criteria dropdown set to "By Loan Number". To the right, there are input fields for "Loan Information" (Company, Branch, State, City, Zip, Phone, Fax, Email, Website) and "Party Information" (First Name, Last Name, Address, City, State, Zip, Phone, Fax, Email). Below these are "Order Information" fields (Flood Cert Number, Order Number, Order Date, Order Status, Order Type, Order Category, Order Subcategory, Order Subcategory 2, Order Subcategory 3, Order Subcategory 4, Order Subcategory 5, Order Subcategory 6, Order Subcategory 7, Order Subcategory 8, Order Subcategory 9, Order Subcategory 10). At the bottom, there is an "Output Results As..." section with a dropdown menu.

Finding your Orders

Reviewing Search Results

After submitting your search criteria, the **'Search Results'** page displays all orders that match your criteria. From your web browser, you can print or view the search results. Click on the certificate icon to print or click on the FloodCert Number to view the certificate results.

FloodCert®
First American Flood Data Services

Search Results (1 - 9 of 9 records found.)
Click on a column heading to sort on that column.

Ordering	FloodCert #	Loan #	borrower	Address
New Order	0107811700	123456789	Fernandez	12709 LAMPPOST
Pending Orders	<input type="checkbox"/> 0108234500	123456789	White	12709 LAMPPOST
Find Orders	<input type="checkbox"/> 0210000740	123456789	Kruski	2802 TRACY TRL
By Loan Number	<input type="checkbox"/> 0210000750	123456789	Parker	2802 TRACY TRL
Advanced Search	<input type="checkbox"/> 0301000400	123456789	Fernandez	11814 RUSTY HILL
My FloodCert	<input type="checkbox"/> 0310200000	123456789		11902 BURNETT ST
User Options	<input type="checkbox"/> 0310000000	123456789	Test	13005 HEINEMANN DR
Account Options	<input type="checkbox"/> 0310000000	123456789	Test	13005 HEINEMANN DR
Manage Users	<input type="checkbox"/> 0310000000	123456789	Test	13004 HEINEMANN DR
Change Password				
Support	Print Selected			
What's New	Select All			
Help	Unselect All			
Contact Us				
New User Info				
User Manual				
Logout				

© 2003 First American Flood Data Services

Click on the icon to view the certificate, then print using your browser's print button.

Click on the FloodCert Number to view the 'Order Summary' page.

9. Reports

From the 'Advanced Search' page, you can choose to retrieve the results in a normal web page, "printer-friendly" report, or in a data file. These formats have more information about each order than you see on the normal display.

FloodCert®
First American
Flood Data Services

Advanced Search for Orders

Search By...

Loan Information

Contract # Section Requested by

Loan #

borrower's Name (last) (first)

Property Information

Address

In Flood Zone? ☐ Cert. valid only in NFIP? ☐ State

Order Information

From (MM/DD/YYYY) To (MM/DD/YYYY)

Current Status

Incomplete Orders ☐

Output Results As...

☐ Normal Web Page
☐ Printer-Friendly Report
☒ Data File

The data file format can either be opened on your computer right away or you can save it for later use.

Please wait while we process your request. It may take a few minutes.

10.

Printing your Orders



Certificate Icon on the 'Search Results' and 'Pending Orders' page.

CERTIFICATE

Certificate icon on the 'Order Summary' page.

How to Print a Certificate

You can print from the *'Order Summary'* page, or by clicking the certificate icon on the *'Search Results'* or *'Pending Orders'* pages. When the certificate appears, click on your browser's print button to print the certificate. The certificate icon is different on the *'Order Summary'* page. (See the icon examples on the side of the page.)

Printing Troubleshooting

If your certificates do not print correctly, you may need to make the following adjustments to your page setup in your browser:

1. Change your margins:
 - Select 'File' from the menu bar at the top of the screen
 - Select 'Page Setup'
 - Set left margin: 0.5
 - Set right margin: 0.5
 - Set top margin: 0.5
 - Set bottom margin: 0.25
2. Delete text in header and footer fields.

Batch Print Newly Completed Orders

The *'Print Newly Completed Orders'* option is a convenient way to print all completed research requests at once, even the automatic determinations that do not require manual research.

Check the *'Batch Print'* box when choosing your account preferences in *'User Options,'* (see pgs. 9-10) and all certifications are stored in the *'Print Newly Completed Orders'* queue for printing at your convenience.

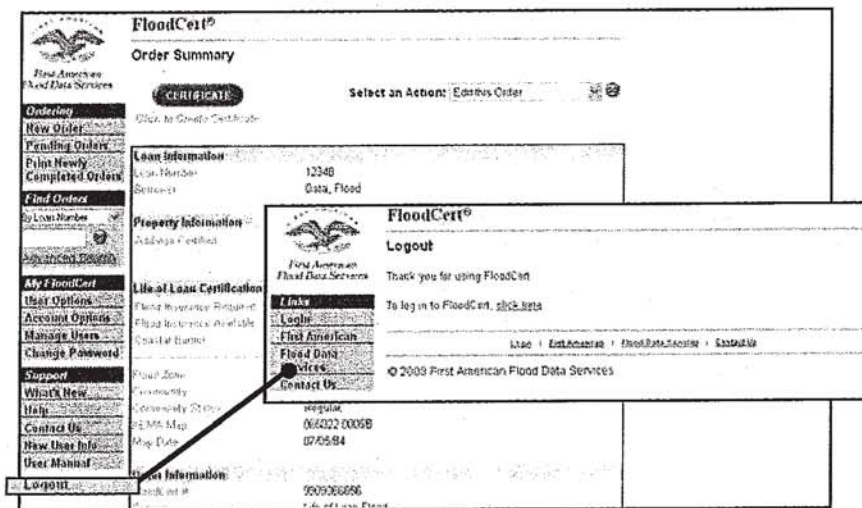
When you're ready to print, click on *'Print Newly Completed Orders.'* The certificates will appear and you can print them using your browser's print function.

For detailed instructions on troubleshooting printing problems, click on 'Help' from the Main Menu.

11. Log Off of FloodCert.com

Exiting

Once you've completed your flood certification orders, and you're ready to exit the system. Click **'Log Off'** under the Main Menu on left side of the page to exit.



Notes

Notes

FloodCert® Address Entry Guide

When entering in address information, use these helpful tips for more immediate responses on your orders.

Avenue	AVE	Drive	DR	North	N	State Road	STATE RD
Boulevard	BLVD	East	E	Parkway	PKWY	Street	ST
Circle	CIR	Extension	EXT	Place	PL	Terrace	TER
County Road	COUNTY RD	Highway	HWY	Road	RD	Trail	TRL
Court	CT	Interstate Highway	IH	South	S	Turnpike	TPK
Cove	CV	Lane	LN	State Highway	STATE HWY	West	W

Address – Enter these types of addresses carefully:

- **Condominium Units and Apartments:** Place the unit number in the unit field.
- **Highway Addresses:** Place the word "Highway" or "Hwy" just after the territorial designator. Example: 19029 US HWY 19 or 55 NC Hwy 12 S
- **Postal Route and Box Addresses:** We recommend that you supply an actual street name. If one is not available, enter the route, followed by "BOX" and the box number in the address field. Example: RR 3 BOX 19 or HCR 5 Box 33
- **Duplexes:** Do not exceed four units when entering and address range. Example: 200 – 206 Main St.

Post Office Box – Do not enter a post office box. A post office box has no relation to the actual property location. If no address exists, enter the legal description in the address field.

Multiple Addresses – Do not enter multiple addresses. To certify more than one address, enter a separate order for each house number.

Vacant Land – Enter the address according to the guidelines above. Enter VL in the unit field to denote vacant land.

Note: This flood certification service is not intended to be used to determine the lands suitability for building. If a determination is returned with a "partial" status, consult with the civil engineer in that city to confirm if the property is suitable for building based on Rural Development Guidelines.

Directory

Contact Information

First American Flood Data Services
11902 Burnet Road
Austin Texas 78758-2902

Questions About Your Order: Status, Editing, Printing or Resending Flood Certificates

Phone: 800-447-1772 (Option 1)
Fax: 800-447-9664

January 16, 2009

SUBJECT: Interest Rate Changes for Housing Programs
and Credit Sales (Nonprogram)

TO: Rural Development State Directors,
Rural Development Managers,
and Area Directors

ATTN: Rural Housing Program Directors

The following interest rates, effective February 1, 2009, are changed as follows:

<u>Loan Type</u>	<u>Existing Rate</u>	<u>New Rate</u>
-------------------------	-----------------------------	------------------------

ALL LOAN TYPES

Treasury Judgement Rate	0.930%	0.370%
-------------------------	--------	--------

The new rate shown above is as of the week ending January 2, 2009. The actual judgement rate that will be used will be the rate for the calendar week preceding the date the defendant becomes liable for interest. This rate may be found by going to the Federal Reserve website for the weekly average 1-year Constant Maturity Treasury Yield

(http://www.federalreserve.gov/releases/h15/data/Weekly_Friday_/H15_TCMNOM_Y1.txt).

RURAL HOUSING LOANS

Rural Housing (RH) 502 Very-Low or Low	5.375	4.375
---	-------	-------

EXPIRATION DATE:
February 28, 2009

FILING INSTRUCTIONS:
Administrative/Other Programs

Single Family Housing (SFH) Nonprogram	5.875	4.875
Rural Housing Site (RH-524), Non-Self-Help	5.375	4.375
Rural Rental Housing and Rural Cooperative Housing	5.375	4.375

Please notify appropriate personnel of these rates.

(Signed by Russell T. Davis)

RUSSELL T. DAVIS
Administrator
Housing and Community Facilities Programs

Sent by electronic mail on 1-22-09 at 9:00 am by PAD.
State Directors should advise other personnel as appropriate.

January 16, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Delaware/Maryland

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Marlene Elliott Brown will be retiring as State Director for Delaware/Maryland. Therefore, I appoint Kathy Beisner, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Ms. Beisner is currently the Assistant to the State Director for the Delaware/Maryland State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Delaware/Maryland. Ms. Beisner can be reached on (302) 857-3582 or via e-mail at kathy.beisner@de.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/2009, at 3:30pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 16, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Deputy Under Secretary
Rural Development

SUBJECT: Acting State Director for Hawaii

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Lorraine Shin will be retiring as State Director for Hawaii. Therefore, I appoint Melissa Pang Ching, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Ms. Pang Ching is currently the Administrative Program Director for the Hawaii State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Hawaii. Ms. Pang Ching can be reached on (808) 933-8304, or via e-mail at melissa.pangching@hi.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on January 18, 2009, at 3:30 pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 16, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Idaho

On **January 20, 2009, at 12:00p.m., e.s.t.**, Michael Field will be retiring as State Director for Idaho. Therefore, I appoint Daryl Moser, Acting State Director effective **January 20, 2009 at, 12:01 p.m., e.s.t.** until further notice.

Mr. Moser is currently the Business Cooperative Program Director for the Idaho State Office.

I know I can count on your support and assistance while he is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Idaho. Mr. Moser can be reached on (208) 378-5615 or via e-mail at daryl.moser@id.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/2009, at 3:30 pm by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 16, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Indiana

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Robert White will be resigning as State Director for Indiana. Therefore, I appoint Kelly Barmann, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Ms. Barmann is currently the Assistant to the State Director for the Indiana State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Indiana. Ms. Barmann can be reached on (317) 290-3100 or via e-mail at Kelly.barmann@in.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/09, at 3:30 pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 16, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Louisiana

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Clyde Holloway will be retiring as State Director for Louisiana. Therefore, I appoint Yvonne Emerson, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Ms. Emerson is currently the Multiple Family Housing Director for the Louisiana State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Louisiana. Ms. Emerson can be reached on (318) 473-7962 or via e-mail at yvonne.emerson@la.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/2009, at 3:30 pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 16, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Minnesota

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Stephen Wenzel will be retiring as State Director for Minnesota. Therefore, I appoint Michael Navin, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Mr. Navin is currently the Administrative Program Director for the Minnesota State Office.

I know I can count on your support and assistance while he is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Minnesota. Mr. Navin can be reached on (651) 602-7780 or via e-mail at michael.navin@mn.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/09, at 3:30 pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 16, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Oregon

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Mark Simmons will be resigning as State Director for Oregon. Therefore, I appoint Jeff Deiss, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Mr. Deiss is currently the Business Program Director for the Oregon State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Oregon. Mr. Deiss can be reached on (503) 414-3367 or via e-mail at jeff.deiss@or.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/09, at 3:30 pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 16, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for South Carolina

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Tee Miller will be resigning as State Director for South Carolina. Therefore, I appoint Bert Koon, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Mr. Koon is currently the Single Family Housing Program Director for the South Carolina State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in South Carolina. Mr. Koon can be reached on (803) 253-3655 or via e-mail at bert.koon@sc.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on January 16, 2009, at 4:30pm by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 16, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for South Dakota

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Jafar Karim will be resigning as State Director for South Dakota. Therefore, I appoint Kay Daugherty, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Ms. Daugherty is currently the Administrative Program Director for the South Dakota State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in South Dakota. Ms. Daugherty can be reached on (605) 352-1105 or via e-mail at kay.daugherty@sd.usda.gov .

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/09, at 3:30 pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 16, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Virginia

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Ellen M. Davis will be resigning as Acting State Director for Virginia. Therefore, I appoint Vern Orrell, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Mr. Orrell is currently the Assistant to the State Director for the Virginia State Office.

I know I can count on your support and assistance while he is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Virginia. Mr. Orrell can be reached on (804) 287-1590 or via e-mail at vern.orrell@va.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on January 16, 2009, at 4:30pm by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 16, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for West Virginia

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Rick Rice will be resigning as State Director for West Virginia. Therefore, I appoint Dianne Crysler, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Ms. Crysler is currently for the West Virginia State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in West Virginia. Ms. Nixa can be reached on (304) 284-4867 or via e-mail at dianne.crysler@wv.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/16/09, at 4:45 p.m., by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 16, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Acting State Director for Illinois

On **January 20, 2009, at 12:00 p.m., e.s.t.**, Douglas Wilson will be resigning as State Director for Illinois. Therefore, I appoint Marianne Nixa, Acting State Director effective **January 20, 2009, at 12:01 p.m., e.s.t.** until further notice.

Ms. Nixa is currently the Assistant to the State Director for the Illinois State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Illinois. Ms. Nixa can be reached on (217) 403-6203 or via e-mail at marianna.nixa@il.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/18/09, at 3:30 p.m., by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 16, 2009

TO: National Office Officials
Rural Development State Directors

ATTEN: Administrative Program Directors
Human Resource Managers

FROM: Douglas L. Faulkner /s/ ***Douglas L. Faulkner***
Acting Under Secretary
Rural Development

SUBJECT: Designation of Acting Administrators

On **January 17, 2009**, Housing Administrator Russell Davis will be resigning. On **January 20, 2009, at 12:00 p.m., e.s.t.**, Utilities Administrator James Andrew, and Business Administrator Ben Anderson will be resigning. The following have been designated as Acting Administrator until further notice:

James Newby, Utilities Programs (Effective January 20, 2009, at 12:01 p.m., e.s.t.)
Patricia Fiala, Housing Programs (Effective January 18, 2008, at 12:01 a.m., e.s.t.)
William Hagy, Business Programs (Effective January 20, 2009, at 12:01 p.m., e.s.t.)

In addition, Timothy McNeilly has been designated to oversee the operations of the Office of the Under Secretary as the Acting Deputy Under Secretary, until further notice.

I know I can count on your support and assistance as these individuals serve in their acting capacity in carrying out the mission of Rural Development.

EXPIRATION DATE:
January 31, 2010

FLINING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 01/19/2009, at 3:30 p.m., by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 23, 2009

TO: State Directors, Rural Development

SUBJECT: Rural Economic Development Loan and Grant Program
Projects Funded for First Quarter
Fiscal Year 2009

ATTN: Business Programs Directors

The Business Programs has announced loan and grant selections for the first quarter of fiscal year (FY) 2009 under the Rural Economic Development Loan and Grant (REDLG) program. A listing of loan and grant awards is attached for your information.

During the first quarter of FY 2009, forty zero-interest loan applications totaling \$23,652,000 were considered by Business Programs. Based on the availability of funds, twenty-three applications with scores of 135 or above were selected for funding, totaling \$14,232,000. These funds will be leveraged by \$22,908,764 of private and public financing, directly create 1186 jobs in rural areas, and help save 639 existing positions.

In addition to the loan selections, thirteen grants with scores of 125 or above totaling \$3,900,000 to finance revolving loan fund programs that will be operated by rural electric utilities were selected for funding. The initial zero-interest loans from the revolving loan fund programs, leveraged by \$17,497,267 in private and public financing, will provide financing to construct a business incubator, adult education tech center, an addition to an existing hospital, a shell building, assist in developing an industrial park and purchase medical equipment. An estimated 797 new jobs will be created and 22 jobs will be retained as a result of these grants.

EXPIRATION DATE:
September 30, 2009

FILING INSTRUCTIONS:
Community/Business Programs

If you have any questions, please contact Melvin Padgett, Loan Specialist, at (202) 720-1495 or Cindy Mason, Loan Specialist, at (202) 690-1433, Specialty Lenders Division, Processing Branch.

(Signed by Pandor H. Hadjy)

PANDOR H. HADJY
Acting Deputy Administrator
Business Programs

Attachments

Attachment

**RURAL ECONOMIC DEVELOPMENT LOAN AND GRANT PROGRAM
REQUEST FOR LOAN FUNDS – First Quarter FY 2009**

Total Available FY 2009	\$
37,515,315.94	
Less 1 st Quarter FY 2009	\$
<u>14,232,000.00</u>	
Balance Remaining	\$
23,283,315.94	

REDL State Number	Project	Loan Amount
IL 32 1175	McDonough Power Cooperative	\$ 740,000
SC 26 1176	Pee Dee Electric Cooperative, Inc.	\$ 740,000
GA 67 1177	Satilla Electric Membership Corporation	\$ 740,000
GA 99 1178	Coastal Electric Cooperative	\$ 740,000
IA 31 1179	Grundy County Rural Electric Cooperative	\$ 454,000
KY 03 1180	Jackson Energy Cooperative Corporation	\$ 140,000
TN 20 1181	Gibson Electric Membership Corporation	\$ 740,000
TN 32 1182	Meriwether Lewis Electric Cooperative	\$ 740,000
GA 74 1183	Jefferson Energy Cooperative	\$ 650,000
IA 83 1184	Central Iowa Power Cooperative	\$ 700,000
KY 54	South Kentucky Rural Electric Cooperative Corporation	

1185	(Somerset-Pulaski County Development Foundation, Inc.)	\$ 740,000
MO 67	Se-Ma-No Electric Cooperative	\$ 740,000
1186		
AL 36	Sand Mountain Electric Cooperative, Inc. (SMEC)	\$ 360,000
1187		
GA 88	Little Ocmulgee Electric Membership Corporation	\$ 740,000
1188		
IA 98	Heartland Power Cooperative	\$ 225,000
1189		
KS 51	Wheatland Electric Cooperative, Inc. (Farrar Corporation)	\$ 740,000
1190		
TN 09	Tri-County Electric Membership Corporation	\$ 253,000
1191		
SD 54	Heartland Consumers Power District	\$ 740,000
1192		
AL 36	Sand Mountain Electric Cooperative, Inc. (SMEC)	\$ 350,000
1193		
KS 50	Twin Valley Electric Cooperative, Inc.	\$ 740,000
1194		
KS 55	Midwest Energy, Inc.	\$ 740,000
1195		
KY 54	South Kentucky Rural Electric Cooperative Corporation (Jondy Chemicals, Inc., dba Ultra Shield)	\$ 740,000
1196		
KY 52	Fleming-Mason Energy Cooperative, Inc.	\$ 740,000
1197		

	23 Loans	Total
	\$14,232,000.00	

Balance of Loan Funds After Above Request:
\$23,283,315.94

Attachment

**RURAL ECONOMIC DEVELOPMENT LOAN AND GRANT PROGRAM
REQUEST FOR GRANT FUNDS – First Quarter FY 2009**

Total Available FY 2009	\$10,000,000
Less 1 st Quarter FY 2009	<u>\$ 3,900,000</u>
Balance Remaining	\$ 6,100,000

<u>State</u> <u>Number</u>	<u>Project</u>	<u>Grant</u> <u>Amount</u>	<u>REDG</u>
SC 26	Pee Dee Electric Cooperative, Inc.	\$ 300,000	444
KY 03	Jackson Energy Cooperative Corporation	\$ 300,000	445
TN 20	Gibson Electric Membership Corporation	\$ 300,000	446
GA 67	Satilla Electric Membership Corporation	\$ 300,000	447
GA 99	Coastal Electric Cooperative	\$ 300,000	448
KY 54	South Kentucky Rural Electric Cooperative Corporation	\$ 300,000	449
NE 555	Henderson Cooperative Telephone Company	\$ 300,000	450
ND 537	SRT Communications, Inc.	\$ 300,000	451
KS 50	Twin Valley Electric Cooperative, Inc.	\$ 300,000	452
SD 54	Heartland Consumers Power District	\$ 300,000	453
IA 107	Rock Rapids Municipal Utilities	\$ 300,000	454
IA 108	Algona Municipal Utilities	\$ 300,000	455
CO 25	Mountain Parks Electric Association	\$ 300,000	456

13 Grants Total \$3,900,000

Balance of Grant Funds After Above Request: \$6,100,000

January 28, 2009

SUBJECT: Reconciling Travel Authorization and Voucher Fees, Tracking Voucher Payments, and Review of Travel Cost Data

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors

FROM: Clyde Thompson /s/ *Clyde Thompson*
Deputy Administrator
Operations and Management

The purpose of this memorandum is to provide the attached procedures for reconciliation of Travel Authorization and Voucher (TAV) fees, tracking employee voucher payments, and review of travel cost data. Also, listed below are points-of-contact for questions concerning the reconciliation of TAV fees, tracking voucher payments in the Foundation Financial Information System (FFIS), and generating a BRIO report.

Questions about reconciliation of TAV fees - Please contact one of the Travel Unit staff: Lisa Washington, (202) 692-0030, Julie Railey, (202) 692-0227 or Kelvin Dawson, (202) 692-0229. You may also e-mail the Travel Unit mailbox at: ssd.travel@wdc.usda.gov.

Questions about tracking voucher payments in the FFIS - Please contact Kristina Gebke, (314) 457-4126, or via e-mail at kristina.gebke@stl.usda.gov.

Questions on generating the BRIO report - Please contact Carol Ann Murgoitio, (208) 378-5602, or via e-mail at carol.murgoitio@id.usda.gov or Kathy Snider, (352) 338-3581, or via e-mail at kathy.snider@fl.usda.gov.

Attachment

EXPIRATION DATE:
January 31, 2010
Programs

FILING INSTRUCTIONS:
Administrative/Other

Sent by electronic mail at 11:00am on 02/02/2009 by the Support Services Division. National Office Officials and State Directors should advise other personnel as appropriate.

Attachment

The TAV fees are fixed fees charged to each traveler in the GovTrip system to process travel authorizations and vouchers. If a TAV fee is rejected, then it must be reconciled by the Federal Agency Travel Administrator (FATA). Generally, the TAV fees are rejected in the GovTrip system, because of a system error or incorrect information with the traveler's Government travel charge card account. Below are the steps each FATA can follow in order to reconcile rejected TAV fees.

1. When a rejected voucher occurs, the FATA will be required to unlock the voucher for re-processing by performing the following change to the traveler's record in GovTrip:
 - a. Open the traveler's voucher in GovTrip.
 - b. Select "Administrative."
 - c. Select the "TA Maintenance Table."
 - d. Change the charge card status to "Advance Auth."
 - e. Remove the "GOVCC."
 - f. Blank out the GOVCC expiration date.
 - g. Select the "Save Changes" button.
2. The traveler or travel arranger amends the effected voucher by charging the Centrally Billed Account (CBA) for the TAV Fee as follows:
 - a. Navigate to the "Review/Sign" tab.
 - b. Navigate through the "Preview" and "Pre-Audit Trip" screens.
 - c. Select the "Save and Proceed to Digital Signature" button.
 - d. The traveler stamps the voucher "Signed" or the travel arranger stamps the voucher "T-Enter" by selecting the "Submit Completed Document" button.
 - e. The approving official(s) will receive the usual system generated e-mail notification when it is their turn to take action on the voucher.
 - f. Approving official(s) will then approve the voucher.
3. In order to ensure the reconciliation of these items in the CBA, a report will be sent every Monday to the National Office Travel Unit (TU). The appropriate FATA will be notified via e-mail of any rejected TAV fees and asked to reconcile it within three days of receipt of the notification. The FATA will receive the following information:

- a. Traveler's first and last name.
 - b. Organization.
 - c. Travel Authorization number.
 - d. Voucher number.
 - e. Dates of travel.
 - f. Fee type.
 - g. Last four digits of the card number.
 - h. Expiration date.
 - i. Error message.
4. Once the traveler's Government travel charge card account is corrected, the FATA must adjust the traveler's record in the TA Maintenance tool to re-instate the GOVCC and expiration date. If the FATA fails to make this change, the GovTrip system will not accept the traveler's Government travel charge card account number to make reservations the next time they try to book reservations.

The following process is to be used by FATAs to track employee voucher payments in the Foundation Financial Information System (FFIS) system. FATAs may need to check with the appropriate individual in their office with access to the FFIS system. The procedure to follow in order to track employee voucher payments in FFIS is listed below:

1. Remember to make screen prints of each table in FFIS, because the information found on one table is required to populate fields in the next table.
 - a. The Document Cross Reference (DXRF) table is used to view information about all documents associated with the document entered in the header line.
 - b. Enter the Transaction code and Transaction number (for travel processed through GovTrip enter the obligation document, i.e., TO 0OABC1).
 - c. If payments have processed in FFIS they will be listed.
 - d. The payment to the traveler will be a Travel Voucher (TV) document and the payment to the Government travel charge card contractor will be a 3P document.
 - e. If the CBA was used, a 4P document would be listed as the payment.
 - f. Then, proceed to Voucher Header Inquiry table and enter the vendor code, transaction code, and voucher number (i.e., TV 0OABC10023 found on the DXRF table) to obtain the scheduled date for disbursement by the US Treasury.

- g. The next table is the Payment Voucher Line Distributed Document Cross Reference Inquiry table. To obtain the US Treasury Schedule number, enter the vendor code, transaction code, and voucher number.
- h. To obtain US Treasury schedule information Electronic Funds Transfer (EFT) number proceed to Treasury Schedule Control Line Inquiry table.
- i. Enter the fiscal year, schedule category, schedule type, and schedule number.
- j. The final table is the EFT Header Inquiry (EFTH) table to obtain the payee's name and address, and the account information of where the payment was deposited.
- k. Enter the fiscal year, schedule category, schedule type, schedule number, and EFT number.

The following process may be used by Administrative Program Directors to review travel cost data located in the FFIS system. Access to the FFIS system is needed to run these reports. The procedures to follow in order to run the travel cost data report in FFIS is listed below:

1. A BRIO report, "Dtl-travel-after-govtrip.bqy, " is available that provides travel cost data on voucher payments. The report was released in August of 2008.
 - a. When the BRIO report is completed processing, two pivot reports can be reviewed. One report for regular coded travel, "PV-by Authorization-TC" for and one report for training coded travel, "PV-Training Travel Spent-Emp."
 - b. These pivot reports provide detailed information by travel authorization number, reporting organizations, and transaction, i.e., 3P, TO, TV, and 4P, employee name, expenditures, obligations, and total obligations.

January 28, 2009

SUBJECT: Implementation of webTA

TO: All Rural Development Employees

FROM: Clyde Thompson /s/ *Clyde Thompson*
Deputy Administrator
Operations and Management

Effective Tuesday, November 18, 2008, Rural Development transitioned from StarWeb to the webTA time and attendance (T&A) program and the most challenging part of this transition is now past us. I thank all of you who made this successful. To ensure we are consistent, I am providing some additional guidelines.

webTA is a web-based system driven primarily by three roles: employee, supervisor and timekeeper. Once an employee validates a timesheet, it flows to the supervisor for certification. Once the supervisor certifies the timesheet, it is transmitted to the National Finance Center for payment. Timekeepers no longer transmit timesheets.

Below are a few items that will assist you in future T&A submissions:

- **Employees**
 - Keep your leave requests, requests for premium pay, and timesheet current and accurate.
 - Validate your timesheet as close to the end of a pay period as possible, preferably the last Friday of a pay period.
 - There is context-sensitive help available on each webTA screen; however, do not hesitate to ask your timekeeper for assistance.
 - If you are on a Maxi-flex schedule, please continue to submit hours worked to your supervisor on Form AD-2001, "Designation of Tour of Duty, Biweekly Schedule."
 - Employees will not have access to input their own T&A until their e-authentication and internal e-authentication identification in webTA are linked. Your timekeeper will have to build your records into webTA and complete your timesheet until you get access to e-authentication.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

- **Supervisors**
 - Review leave and premium pay requests as they arrive – webTA will send you an e-mail to notify you.
 - Certify all timesheets as close to the end of the pay period as possible; but, no later than close of business on the first Monday of the next pay period.
 - Always delegate your supervisory role whenever you are out of the office (delegate must have the supervisory role assigned). However, you can access webTA remotely with an internet connection.
- **Timekeepers**
 - Keep employees and supervisors informed, and provide reminders when a pay period is coming to an end.
 - If you have an employee who does not have access to a computer and/or there is some circumstance hindering employee access, you may (and should) process their timesheet on their behalf.
 - Delegate a back-up timekeeper (delegate must have timekeeper role assigned).
 - Ensure all employees validate their timesheet and that the supervisor, or delegate, certifies.
 - Build new employees' records into webTA and complete their timesheet until the employee gets access to e-authentication. NOTE: Employee will not have access to input their own T&A until their e-authentication and internal e-authentication identification in webTA are linked.
 - A P-13 Culprit report should be run the Monday after the pay period ends to check for missing T&A's.
 - webTA questions should be directed to your Master Timekeeper rather than the HR Administrator.

Job aids are available at <http://teamrd.usda.gov/rd/DAOM/AAHR/Leave.html> for employees, supervisors and timekeepers, and a pay period calendar that we hope will be of assistance in preparing your T&A's. If you have any additional questions regarding this memorandum, please contact your Servicing Human Resources Office.

Sent by electronic mail on February 2, 2009, at 7:00 am, by Human Resources to all Rural Development employees.

January 29, 2009

TO: State Directors, Rural Development

ATTN: Business Program Directors
Energy Coordinators

SUBJECT: Rural Development Business Programs
Energy Grants and Loans
Updating the Guaranteed Loan System

The purpose of this Unnumbered Letter (UL) is to clarify Rural Development policies and procedures regarding accurate data, particularly as related to energy and leveraging information in the Guaranteed Loan System (GLS).

The demand for reliable energy information continues to grow. GLS is being updated to meet the information tracking requirements for implementation of new and updated programs. Accurate information is critical to tracking program implementation and performance. This notice will provide guidance to assist you with accurate input.

The energy industry uses a metric system for numerical representations, which has been a source of confusion. Below is a quick reference guide you can use when entering data into GLS. The energy values vary depending on the source, however, GLS needs to be consistent when recording the information to ensure accurate reporting.

- A **Leverage Amount.** It is very important to know and record the total funding involved in each project. This includes adding the sources of the funds as well as completing the “other funds” column under the Uses of Funds section on the project screen. For example, if a Rural Energy for America Program (REAP) project is funded with a grant only, GLS will reflect 75 per cent or more from other funding. This funding can come from a number of acceptable sources. Once you have submitted the project screen, it will flow to the facility/project view screen. Click on the hyperlink for the “Source of Funds”, and then the add button to complete the update.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Community/Business Programs

B. **Energy Category** (currently labeled as Valid Energy Type). The following 10 categories are applicable to Rural Business and Cooperative Service programs. You should do your best to select the most appropriate category to describe the subject project. Selecting “Other” is generally not the best selection. When “Other” is selected, the selection is verified by National Office personnel with the assistance of the State Offices. This requires field personnel to go back to the files after the fact, and re-check the selection. Selecting a more appropriate category is more efficient and usually more accurate.

- Biomass
- Wind
- Solar
- Geothermal
- Hybrid
- Biomass R&D
- Hydropower
- Energy Efficiency
- Other

C. **The data field “Biomass Type”** will be changed to Energy Sub-Category as part of the new enhancements. The user should select the appropriate subcategory to further define the project. Again, selecting “Other” should be your last choice for the reasons stated above.

- EE Building
- EE Industrial
- Ethanol Production
- Anaerobic Digester
- Biodiesel Production
- Solid Fuel Production
- Thermal conversion
- Landfill Gas
- Solar Electric
- Solar Thermal
- Wind Large
- Wind Small
- EE Other
- Hybrid Bioenergy, Anaerobic
- Hybrid Bind, Solar
- Hybrid Biodiesel, Solar
- Hydrogen Electric
- Hydrogen Wind

- Hydropower Large
- Other
- R&D Ag Feedstock Development
- R&D Forest Feedstock
- R&D Ethanol and Biobased Production
- R&D Anaerobic Digester & Research
- R&D Spec Production Component Research
- R&D Public Policy Support Development

*Additional categories, subcategories, and feed stocks elements will be added when the new enhancements for the Farm Bill are completed. Also a description field to describe the “Other” category, subcategory, and feed stock, will be added if the user selects it as an energy type. See Exhibit D for the list of new categories, subcategories and feed stocks.

- D. **Energy Savings Amount** – This field is to be used for energy efficiency projects only. It allows the user to input the amount of energy expected to be saved. Always measure and input energy savings in kilowatt hours (kWh).
- E. **Generated Energy Estimate** – This field must be completed for all other types of energy. The units of measure at this time should be kWh. Exhibit A, below, provides the applicable units of measure for energy categories and sub-categories. A conversion chart to convert BTUs, gallons, and other units of measure to kWh is attached. We anticipate adding conversion calculation factors to GLS in the spring of 2009. Currently, however, these conversions must be calculated using the attached charts.
- F. **Fuel is measured in kWh** - using the conversion factors listed on Exhibit B. Total kWh of fuel is determined by multiplying each gallon of fuel by the factors outlined below. Using Ethanol as an example:

1 gallon of ethanol is equivalent to 22.78 kWh, similarly,
100,000 gallons ethanol X 22.78 is equivalent to 2,278,000 kWh.

- G. **NAICS Codes** - Please ensure that accurate 6 digit NAICS codes are recorded in the GLS.

Because accurate data is so vital to illustrating the success of our energy and other programs, each State Office will be required to generate and review a report that captures all energy related projects. Please use the information above, and the Quick Reference Guide attached, to correct all appropriate GLS data fields. Program Directors will be responsible for verifying all reports, GLS input, and corrections, by February 27, 2009. Program Directors should email their responses to Sylvia Neal at sylvia.neal@wdc.usda.gov. We anticipate future GLS enhancements related to the energy programs, and will provide updates accordingly.

If you have any questions, please contact the Specialty Lenders Division, Energy Branch, at (202) 720-1400.

(Signed by Pat Fiala)

PAT FIALA
Acting Administrator
Business and Cooperative Programs

Exhibit A

Category	Applicable Subcategories	Applicable Units of Measure	Description if Needed
Biomass	Ethanol Production	gallons	
Biomass	Biodiesel Production	gallons	
Biomass	Thermal	btu	burning or other heat Generation Conversion
Biomass	Anaerobic Digester	btu	
Biomass	Solid Fuel	btu	producing chips or pellets from biomass
Wind	Large	kWh	turbine size is greater than 1000 kWh
Wind	Small	kWh	turbine size smaller than 1000 kWh
Solar	Electric	kWh	preferred classification
Solar	Thermal	btu	preferred classification
Solar	Large	kWh or btu	
Solar	Small	kWh or btu	
Geothermal	Direct Use	btu	
Geothermal	Electric	kWh	
Hybrid			
Energy Efficiency	Buildings	kWh, btu gallons	
Energy Efficiency	Industrial	kWh, btu gallons	

- Note the reference to kWh would include MWh
- Note the reference to btu would include Therms and Mbtu

Exhibit B

Gas and Fuel Conversions:

Product	Quantity	kWh	btu
Propane	1 gallon	27.99	95,500
Biodiesel	1 gallon	38.1	130,000
Diesel Fuel	1 gallon	40.7	139,000
Fuel Oil (home heating oil)	1 gallon	43.89	150,000
Ethanol	1 gallon	22.78	79,000

Gas(es) typically are measured in cubic feet and are represented as “ft3,” however, the energy values vary greatly depending on the type of gas. We ask that btu values be assigned to gases unless they can be measured in a liquid gallon.

Exhibit C

Quick Reference Guide for Energy Terms Applicable to GLS Common Measurement Terms

Term	Represents	Abbreviation	Explanation
kilo	1000	k	
mega or million	1,000,000	M	sometimes MM
Therm	100,000btu's		measurement for natural gas
Watt		W	measurement for electricity
British Thermal Unit		btu	heat or thermal energy is typically represented in btu
kWh		kilo watt hours	1000 watt hours
MWh		mega watt hours	1,000,000 watt hours
Mbtu		Million btu	1,000,000 btu
MW		MWh	Sometimes MMbtu Electrical production is typically Represented on per hour basis
kW		kWh	Same as previous
Watt		3412 btu	

Proposed Enhancements to GLS Effective Spring 2009

ENERGY TYPE:

Biomass
Biomass R&D
Wind
Solar
Geothermal
Hydrogen
Hybrid
Hydroelectric
Ocean
Energy Efficiency
Other

ENERGY TYPE (SUBCATEGORIES)

Anaerobic Digester - btu, mbtu, therms, kWh
Ethanol Production (Biological) - Gallons Ethanol
Ethanol Production – Cellulosic (Biochemical) - Gallons Ethanol
Methanol – (Gallons) btu, mbtu, therms
Butanol - (Gallons) btu, mbtu, therms
Propanol - (Gallons) btu, mbtu, therms
Biodiesel Production – Gallons Bio-diesel
Biodiesel Trans esterification – Gallons Bio-diesel
Biodiesel Mechanical – Gallons Bio-diesel
Solid Fuel Production - btu, mbtu, therms
Thermal Conversion - btu, mbtu, therms
Landfill Gas - btu, mbtu, therms
R&D Ag Feedstock Development Sunset
R&D Forest Feed stocks Sunset
R&D Ethanol and Biobased Products Sunset
R&D Thermochemical, Integrated Biorefinery Systems Sunset
R&D Anaerobic Digestion & Related Research Sunset
R&D Biodiesel Catalytic Synthesis & Glycerol Catalytic Upgrading Sunset
R&D Specific Process Component Research Sunset
R&D Public Policy/Support for Deployment Sunset
Solar Thermal - btu, mbtu, therms
Solar electric - kWh
Solar Large sunset
Solar Small sunset
Wind Large – kWh

EXHIBIT D (con't)

Wind Small - kWh
Hydrogen Wind btu, mbtu, therms
Hydrogen Solar btu, mbtu, therms
Hydrogen Electric btu, mbtu, therms
Hydrogen Biomass btu, mbtu, therms
Hydrogen Microbial btu, mbtu, therms
Hydrogen Hydrokinetic btu, mbtu, therms
Hydrogen anaerobic Digester btu, mbtu, therms
Hydrogen Geothermal btu, mbtu, therms
Hydrogen Fuel Cell btu, mbtu, therms
Geothermal Direct Use - btu, mbtu, therms
Geothermal Electric Generation - kWh
Hybrid Bioenergy, Anaerobic - btu, mbtu, therms
Hybrid Wind, Solar - kWh
Hybrid Geothermal, Solar - btu, mbtu, therms
Hybrid Biodiesel, Solar - btu, mbtu, therms
EE Buildings (structural) kWh, btu, mbtu, therms
EE Industrial (process) kWh, btu, mbtu, therms
EE Other – kWh, btu, mbtu, therms
Hydro power direct - kWh
Hydro electric - kWh
Hydropower Micro Hydro - kWh
Ocean Wave - kWh
Ocean Tidal - kWh
Ocean Current - kWh
Other

Feed Stock (Source)

Ethanol – Corn kernel Starch
Ethanol – Advanced (Cellulosic)
Fibers
Animal Fat
Oils – Soybean - lbs
Oils – Palm
Oils - [Coconut oil](#)
Oils - [Jatropha](#)
Oils - [Rapeseed](#)
Oils - [Sunflower seed](#)
Oils - [Waste Vegetable Oil](#)
Oils – Greases
Oils - Other
Agricultural Crop – Corn
Agricultural Crop – Sorghum
Agricultural Crop – Sugar Beet

EXHIBIT D (con't)

Agricultural Crop – Sugar Cane
Agricultural Crop – Cotton
Agricultural Crop – Tobacco
Agricultural Crop – Straw
Agricultural Crop – Other Grains
Legumes
Glycerin
Guayule
Plants Residues
Trees grown for energy and wood waste
Grasses/Forbs
Grasses - [Miscanthus](#)
Grasses - [Prairie grasses](#)
Grasses - [Switch grass](#)
Grasses - Other
Trees - [Hybrid poplar](#)
Trees - [Mesquite](#)
Trees - [Willow](#)
Trees – Other
Stover
Diary Waste/manure
Poultry Waste/manure
Swine Waste/manure
Fish Waste
Food Processing Waste
Municipal Waste
Mixed Substrates Waste
Other

January 30, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Sherie Hinton Henry /s/ *Sherie Hinton Henry*
Acting Deputy Under Secretary
Rural Development

SUBJECT: Acting State Director for Arkansas

Tim Smith has been selected to serve as Acting State Director for Arkansas. Mr. Smith's appointment is effective **January 30, 2009**, until further notice.

Mr. Smith is currently the Rural Business Specialist for the Arkansas State Office.

I know I can count on your support and assistance while he is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Arkansas. Mr. Smith can be reached on (501) 301-3280 or via e-mail at tim.smith@ar.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 1/30/09, at 5:00 pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 30, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Sherie Hinton Henry /s/ ***Sherie Hinton Henry***
Acting Deputy Under Secretary
Rural Development

SUBJECT: Acting State Director for Colorado

Dolores Sanchez-Maes has been selected to serve as Acting State Director for Colorado. Ms. Maes appointment is effective **January 30, 2009** until further notice.

Ms. Sanchez-Maes is currently the Multi-Family Housing Loan Specialist for the Colorado State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Colorado. Ms. Sanchez-Maes can be reached on (720) 544-2927, ext. 2927 or via e-mail at dolores.sanchezmaes@co.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 1/30/09, at 4:15 pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.

January 30, 2009

TO: National Office Officials
Rural Development State Directors

ATTN: Administrative Program Directors
Human Resources Managers

FROM: Sherie Hinton Henry /s/ *Sherie Hinton Henry*
Acting Deputy Under Secretary
Rural Development

SUBJECT: Acting State Director for Louisiana

Karen Nardini has been selected to serve as Acting State Director for Louisiana.
Ms. Nardini's appointment is effective **January 30, 2009**, until further notice.

Ms. Nardini is currently the Administrative Program Director for the Louisiana State Office.

I know I can count on your support and assistance while she is serving as Acting State Director and responsible for carrying out the mission of Rural Development in Louisiana. Ms. Nardini can be reached on (318) 473-7921 or via e-mail at karen.nardini@la.usda.gov.

EXPIRATION DATE:
January 31, 2010

FILING INSTRUCTIONS:
Administrative/Other Programs

Sent by electronic mail on 1/30/09, at 5:00 pm, by Human Resources.
State Directors and National Office Officials should advise other personnel as appropriate.